



HUGH NGUYEN

Orange County Clerk-Recorder

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

WELCOME

Newsletter - November 2025

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

NEWS

Happy National Jersey Day!

Team spirit was high at all our offices on Friday, November 7! Our Clerk-Recorder staff showed off their favorite team jerseys.



NEWS

I was excited to join our Clerk-Recorder on Wheels team on Saturday, November 8 at Veterans Sports Park in Tustin, where we helped children and adults apply for new U.S. passports. Our staff reviewed applications to ensure all requirements were met and provided on-site passport photos.

We are proud to help our community get travel-ready!

Thank you to everyone who stopped by—your support keeps us moving.

Curious where Clerk-Recorder on Wheels is headed next? Visit [OCRecorder.com](https://www.ocrecorder.com)



[OCRecorder.com](https://www.ocrecorder.com)

COMMUNITY OUTREACH

During the month of November:



 recorder.com

CLERK-RECORDER HUGH NGUYEN

(714) 834-2500

On November 14, my team spent the day at Laguna Woods City Hall, helping residents learn about our passport services, vital records, property fraud prevention efforts, and additional resources.

We were grateful for the opportunity to engage with the community and answer their questions.

[OCRecorder.com](https://www.ocrecorder.com)

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!

Candace

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 and has their name placed on a recognition plaque.

I am pleased to announce Candace Collins as Employee of the Month for November.

As part of our Recorder Operations, Candace is a great asset to the department. She demonstrates accuracy, thoroughness, and remarkable dedication in her work daily. Whether assisting customers at the counter, reviewing electronically submitted documents, or communicating with customers over the phone, Candace is professional and efficient. Her customer service skills are exemplary and earn the trust and appreciation of the public.

Candace's contributions help elevate our team. She approaches challenges with a calm demeanor and patience. Supervisors praise her productivity in a fast-paced environment and appreciate her strong work ethic. She is a fantastic team player who readily takes on additional responsibilities without hesitation to support the department. Her willingness to step in wherever needed reflects a genuine commitment to our office.

Candace's great work strengthens our operations and help us maintain the high standards our community depends on. We thank Candace for her continuous professionalism and hard work.

Please join me in congratulating Candace on this well-deserved achievement!

OCRecorder.com

CUSTOMERS ARE SAYING...

We received the following customer comment cards for our Document Examining Unit at our main office in Santa Ana. Thank you Leticia, Joyce, and Faith for your outstanding customer service!

Leticia Siler Window 11



OC CLERK-RECORDER SURVEY

Your Name: DAVID

Date: 11/7/25 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
FILE DEEDS - I AM VISUALLY IMPAIRED TO ALL TYPES OF DEEDS. BUT VERY HAPPY WITH MY RECENT VISITS TO THE MAIN PUBLIC OFFICE. THE SERVICE HAS

2. How would you rate our overall service
 Outstanding Average Needs Improvement
BEEN OUTSTANDING! STAFF IS EXCELLENT. WAIT TIME IS EXCELLENT. PRESENTATION IS EXCELLENT. I HAVE BEEN IN-AND-OUT OF THE OFFICE IN UNDER 10 MINUTES

3. Do you have any additional suggestions?
NORMALLY. HOW GREAT IS THAT?
KEEP UP THE GOOD WORK!

Thank you for your feedback!

Faith P.



OC CLERK-RECORDER SURVEY

Your Name: JOHN

Date: 11-5-25 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
RECORDING GRANT DEEDS

2. How would you rate our overall service
 Outstanding Average Needs Improvement

3. Do you have any additional suggestions?
KEEP SUPPORTING YOUR TALENTED EMPLOYEES

Thank you for your feedback!

Joyce Vu



OC CLERK-RECORDER SURVEY

Your Name: Kyle

Date: 11/19/2025 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
GRANT DEEDS RECORDING

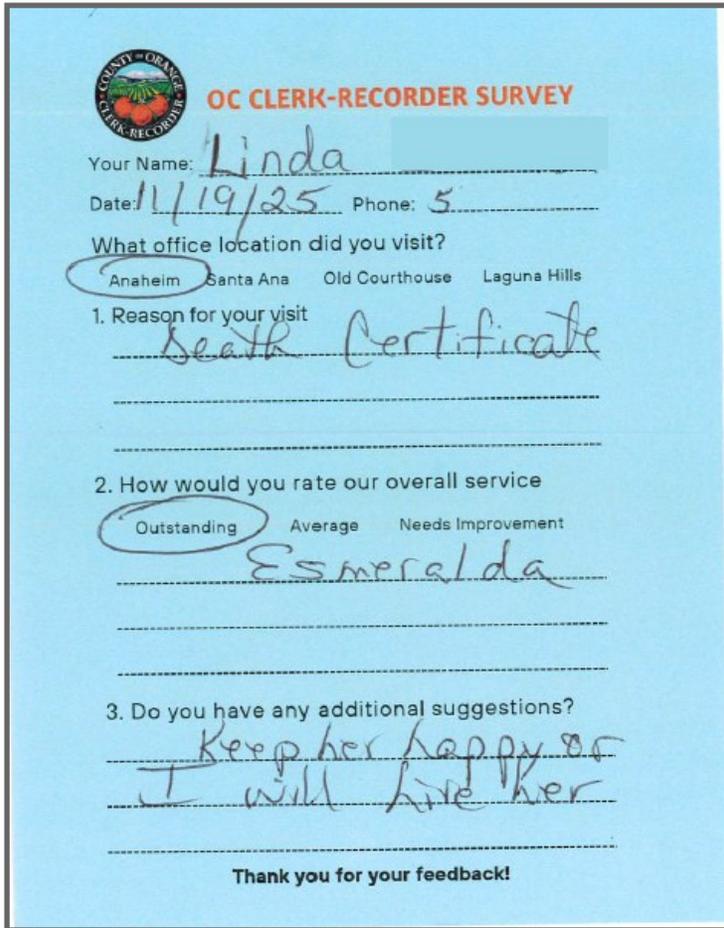
2. How would you rate our overall service
 Outstanding Average Needs Improvement
Clerk was friendly and wonderful to work with.

3. Do you have any additional suggestions?
KEEP UP WITH YOUR OUTSTANDING SERVICES!
LA COUNTY SHOULD LEARN FROM YOU

Thank you for your feedback!

CUSTOMERS ARE SAYING...

The following customer comment cards were received for our North County Office in Anaheim. Thank you to Esmeralda and Roberto for going above and beyond for our customers.



OC CLERK-RECORDER SURVEY

Your Name: Linda

Date: 11/19/25 Phone: 5

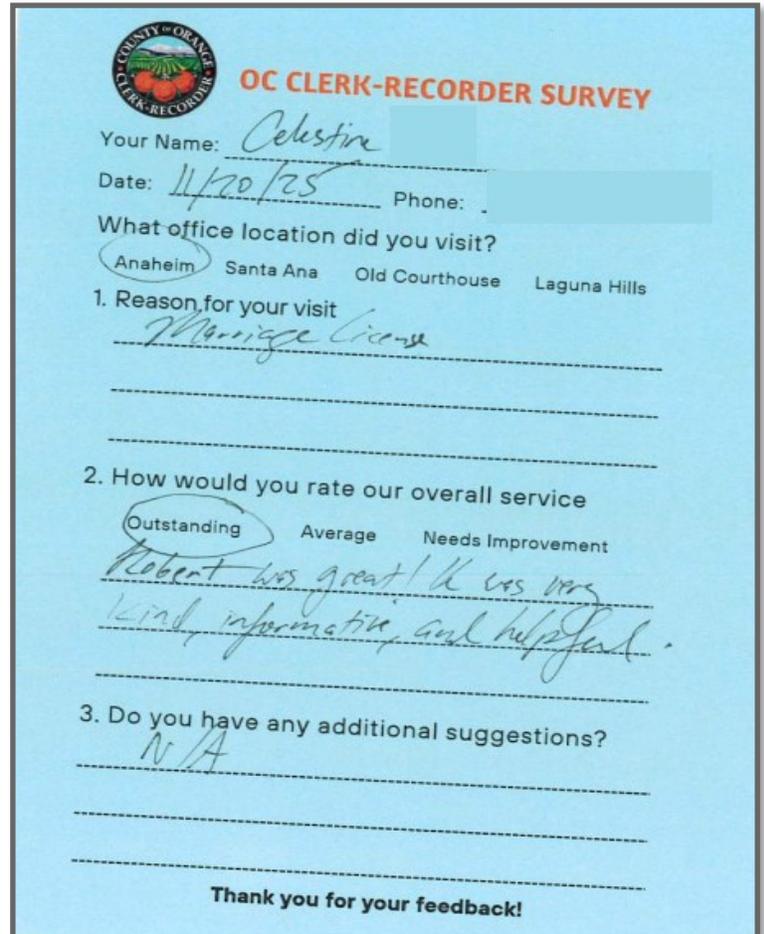
What office location did you visit?
 Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
Death Certificate

2. How would you rate our overall service
 Outstanding Average Needs Improvement
Esmeralda

3. Do you have any additional suggestions?
Keep her happy or I will live her

Thank you for your feedback!



OC CLERK-RECORDER SURVEY

Your Name: Celestine

Date: 11/20/25 Phone: _____

What office location did you visit?
 Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
Marriage License

2. How would you rate our overall service
 Outstanding Average Needs Improvement
Roberto was great! He was very kind, informative, and helpful.

3. Do you have any additional suggestions?
NA

Thank you for your feedback!

We received the following Google Business Review for our South County Office in Laguna Hills. Thank you to our team for delivering streamlined and high quality customer service.

★★★★★ 2 weeks ago

Filled out application for my birth certificate online and when I went to pick it up took less that 5 mins.

OCRecorder.com

CUSTOMERS ARE SAYING...

We received the following customer comment card for our North County Office in Anaheim. Thank you Andrea for your efficient and excellent customer service.

 **OC CLERK-RECORDER SURVEY**

Your Name: FRANK SAAVEDRA-Lim
Date: 11-6-25 Phone: _____

What office location did you visit?
 Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
MARRIAGE CERT COPIES

2. How would you rate our overall service
 Outstanding Average Needs Improvement

EXCELLENT SMOOTH SERVICE
CONGRATULATIONS ON AN
"ADMINISTRATION OF THE FUTURE"!

3. Do you have any additional suggestions?

ANDREA! Thank you for your feedback!

 **OC CLERK-RECORDER SURVEY**

Your Name: Patricia Walker
Date: 11/24 Phone: _____

What office location did you visit?
 Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
BIRTH and Death Cert. Fees

2. How would you rate our overall service
 Outstanding Average Needs Improvement

3. Do you have any additional suggestions?
Pay Andrea More!!!

Thank you for your feedback!

CUSTOMERS ARE SAYING...

The following review was received for our County Administration South Office in Santa Ana. Thank you Esmeralda for your friendliness and professionalism.

 **County Service Center Survey**

Name: MARK
Date: 11/25/25 Phone: _
Email: _

What department did you see today?

Clerk OC Public Works
 Recorder Treasurer-Tax Collector

How would you rate our customer service?

Excellent Good Fair Poor

**ESMERELDA ✓ WAS FANTASTIC!
PROFICIENT, PROFESSIONAL,
FRIENDLY. EXED EXCEEDED
VISIT NECESSITIES WITH
ESMERELDA'S GUIDANCE.**

How would you rate our check-in process?

Excellent Good Fair Poor

**ASTONISHED HOW EFFICIENT
THE CHECK-IN WAS. I WAS
EXPECTING A DMV EXPERIENCE
AND GOT CONCIERGE SERVICE
INSTEAD.**

County Service Center Survey | ocgov.com
Revised March 2024

NOVEMBER IN O.C. HISTORY



L to R: County Supervisor Heinz Kaiser, County Recorder Basil Smith, and Supervisors Ralph McFadden, Willis Warner and Cye Featherly, at the Orange County Courthouse circa 1955.

Nov. 26, 1962 Angels pitcher Chuck Finley was born in Monroe, Louisiana.

Nov. 3, 1987 Mission Viejo voted to incorporate as a city. The measure passed 7,572 to 5,661.

Nov. 12, 1987 The restored Old Orange County Courthouse was reopened as a museum, historical archives, and county offices.

Nov. 16, 1935 Ancient, petroglyph-covered Maze Rock was moved from a spot between Trabuco and Bell Canyons to the courtyard of Bowers Museum, where it remains today.

Nov. 9, 1935 Dr. Ralph Hawes' Huntington Beach Emergency Hospital held its grand opening. Now one of the few remaining Streamline Moderne building in town, today it houses the Huntington Beach International Surfing Museum.

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.

OUT AND ABOUT



A member of my staff captured this photo of Delicate Arch in Arches National Park during a visit to Moab, Utah.

Visit our webpage at: [OCRecorder.com](https://www.ocrecorder.com)

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

For more information about
the Orange County Archives visit:
[OCArchives.com](https://www.ocarchives.com)

