

3 KEY REASONS TO DENY THIS APPLICATION FOR CUP26-0001

The 3 key reasons why Mr. Villanueva or his family should not be granted a CUP to run a Pet Cremation business -

1) Mr. Villanueva previously owned a Pet Cremation business at this same address named Friends Forever. He sold that business to Dan & Chris Settle. Mr Villanueva remained owner of the property and leased it to the new Pet Cremation owners. The new owners renamed the business Angel Paws Pet Cremation.

During the late summer of 2025, both Mr Villanueva and his daughter repeatedly told many of us who had brought our animals to Angel Paws for cremation, that things were bad at Angel Paws since early 2025. They told us they had found animals stacked outside the freezers and some on the floors. They told us the power was often off and the crematory was not working.

AT NO TIME DID MR VILLANUEVA NOR HIS DAUGHTER REPORT THIS TO AUTHORITIES.

Because Mr Villanueva had owned this business, he had expert knowledge of what were proper business practices. He could have reported and stopped the horror that happened to over 138+ owners who never got their beloved pets back and the black stain on the reputation to the City of San Marcos. All he had to do was report to the authorities to stop this.

Instead, Mr Villanueva filed in mid-July 2025 to evict the tenant. Nothing to protect the pets and their owners.

It took me, a simple pet owner, 3 phone calls on 9/10/25 to report and less than 36 hours to have Angel Paws shut down.

2) Mr. Villanueva and his team made repeated promises to pet owners in person, on email, and in interviews both on TV and in print that he would allow us to ID and recover our pets. He even set up an email bestfriendsunitedSD@gmail.com and asked us to submit our info, description of our pet, pictures, ID info, etc. (See handouts at Hearing)

We were all eager to get the process going. However, even before the 15 day post eviction deadline, Mr Villanueva contacted companies and disposed of 4,000 pounds of pet. He did not identify, nor tell any owners of this. They were dumped like garbage or at sea.

The 15 day eviction window means the landlord has to retain the owners property for that period. After that period, you can dispose, use or sell. Mr Villanueva and I discussed this several times and counted the days until that deadline was met. We did so specifically in person on 11/6/25. He had the animals dumped before that date.

The animals were the personal property of the pet owners. They did not belong to Angel Paws nor to Mr Villanueva. He had no right to dispose of them.

MR VILLANUEVA BROKE HIS STATED PROMISES TO THE PET OWNERS

We found out that he had broken his stated promise on TV. When 1 owner appeared to ID and get her cat, Mr Villanueva laughed at her and said you'll never be able to find her and you can't touch me.

3) Mr Villanueva stated that his purpose was to reunite the pets with their owners. Many of us offered to help. I offered to buy an international scanner. He said no. I called both Home Again and Avid (major pet microchip companies) to inquire when a microchip would not read. I even asked if animals were totally decomposed, animal soup, would the microchip read? They both assured me "yes".

I communicated all of this to Mr Villanueva the day he took over the property. Many of us also offered to come help the laborious process of going through 20 freezers to ID and reunite pets with owners. We all offered to sign an Indemnity Agreement holding Mr Villanueva harmless of any disease or other during this process. He declined.

MR VILLANUEVA REPEATEDLY OF OUR HELP

Each freezer, no matter the condition of the contents, could have been scanned, microchips # noted, owners contacted and owners agreed to have the whole freezer's contents cremated communally. Then each owner could have had closure, some ashes from heir pet, and some peace. That did not happen for the vast majority of the 138+ pet owners.

In conclusion, Mr Villanueva should not be granted a CUP for the following reasons:

- * He had owned this cremation business. He had knowledge that it was not operating within the law. HE DID NOT REPORT TO AUTHORITIES
- * He did not robustly work to ID and reunite pets and owners. He dumped 4,000 Lbs of pets before the 15 day period expired. HE BROKE STATED PROMISES TO PET OWNERS
- * He refused help from microchip scanners to people. He refused help with indemnity agreements. HE TURNED HELP AWAY AND WENT THE QUICK CHEAP ROUTE

Mr Villanueva has no integrity. You cannot rely on what he says nor what he writes. He does what is best for him without regard for anyone else. Both the proposed name (Integrity Pet Cremations) and the Statement of Operations are totally belied by the actions of Mr Villanueva and his team.

Deny this application!

Do not make the wonderful City of San Marcos a laughing stock by approving this.
Tell Mr Villanueva and his team that they cannot dupe the City of San Marcos.
Mr Villanueva and his team should never be allowed to operate a Pet Cremation business here or anywhere ever again.

Janie Emerson
Pet Owner of Lix & Kelly
619-318-1278
shamrockwesties@aol.com

Hi,

My name is Toni Faust.

I am here to give a few reasons why I don't feel Manny Villanueva should be granted a business license for a pet cremation business in the city of San Marcos or any city in the state of California.

-Manny gave clear and precise directions on how he will proceed with reuniting the beloved pets with their owners.

These are his words:

"As we work through the facility, we will post pictures of the pets or identification tags we may find in this email thread. Once you have identified and verified your pet, please reply with your phone number, and we will call you to schedule A PRIVATE AND RESPECTFUL TIME FOR PICKUP". (See attachment #2)

We will need some information from you:

1. Your full first name and last name.
2. Your pet's name, breed, and a picture of your pet.
3. Your best contact information (phone or email). (See attachment #1)

Many waited patiently for (the call) or email from Manny to set up an appointment to view their possible animal. I am not sure when but Manny deleted the email he set up to make appointments, it's the email we all used with Manny to communicate if people were receiving their animals. Therefore, we had to set up our own email chain to be able to communicate with each other. That's how we knew not many out of the 20 freezers were getting calls from Manny.

On 11/6/25 the very first day Manny was allowed to go into the building Linda Logan offered Manny the use of a pet scanner to be able to identify all animals that were microchipped. She showed up for the first full week. Not only did he refuse, he did not even have one himself. Janie Emerson also showed up on 11/6/25 plus other days that first week and offered to buy him an international scanner, he refused. She said there were 20 freezers in the back and one up front, Linda Logan also corroborated. A handful of us offered to help Manny go through the animals to document, scan and set up appointment times for the animal owners to view and take their animals to a different crematorium to have a proper and humane cremation. Janie Emerson even offered to have us sign a waiver for "RELEASE OF LIABILITY" which he also refused. Even Gerry Wellman from Sorrento Valley pet cemetery showed up to offer help scanning and documenting. Manny said no.

On 11/21/25 Manny finally let some people come in to view the animals. Linda and I went with some of the people for moral support. When it was our time to see the animals there were only 6 freezers left with the animals laying on top to view. I asked where all the freezers of animals were and he said what do you mean? I said there were 20 freezers the day he had access to the building. At the end of that evening he told us, I am not obligated to return any of the animals. He also said he could do whatever he wanted with the animals. I was stunned. Soon after we heard on the news he had a mass disposal of the majority of the pets the first week of being in the building.

My understanding is these were NOT his animals to dispose of. He had to wait for 15 days before the animals became his property.

That same night 11/21/25 Linda Logan scanned, took pictures of the animals. One dog was in a black bag. It was in bad condition but still identifiable, plus it was wearing an orange doggie sweatshirt. The owner would have recognized it by its clothing but Manny said Linda could not scan it and it should have gone with the rest of them. Linda posted the pictures of some animals plus the microchip tags. She posted it on our own email page. Many people said thank God we are finally seeing some progress. Some owners claimed their animals and made appointments with Manny to view them that following Monday. As people showed up Monday Manny cancelled the appointments that morning and said he sent the animals to Sorrento Valley before the appointment times. People were devastated and began calling Gerry Wellman the general manager at Sorrento Valley Pet Cemetery to ask to view before he cremates. Gerry has documented all animals and is still holding on to some in case parents come forward to claim. Gerry was able to reunite pets with their owners. And most importantly Gerry Wellman was in the building the first day Manny gained access offering to help him.

In closing:

Manny failed at every turn. After the initial email to the parents of the deceased pets, Manny didn't communicate his plans or any status. Most of us had to find out what happened after the fact when the animals were disposed of at sea. This is an example of how he treats people who are grieving over the loss of a family member. Why didn't he document every pet? Why didn't he have us sign a waiver so we could help him? Why did he arrange a mass disposal at sea the first week of him gaining access to the building? Even if many pets were beyond recognition he could have scanned them to see if they were microchipped except he did not have one.

What Manny didn't understand is the parents of the pets wanted their pets back in any condition. They just wanted their pet back to be able to give a proper burial and personal closure. Manny had the opportunity to be a hero, instead he could not have cared less.

Any business owner with an ounce of INTEGRITY would have done the very best he could for his community and he did the opposite.

Thank you,
Toni Faust

Attachment 2

Angel Paws Update/ Update on Facility Access and Pet Identification

Process

Inbox x



Summarize this email



Manuel Villanueva <bestfriendsunitedsd@gmail.com>

to Benji, Bryn, Jasibi, sdnativesmt69, Nadia, dorisp, Andrea, Jennifer, Nancy, Wendy, Ken, L, Kathrina, ndulce586, Rebecca, Karina, Darci,

Thu, Nov 6, 2025, 1:01 PM



Dear Pet Owners,

We wanted to provide an important update regarding the situation at Angel Paws. As of yesterday, we have officially gained access to the building. Unfortunately, it is not in good condition. Our team has begun the cleanup process and will be working carefully to sort through each freezer.

During our initial review, we found that some freezers had been unplugged and many identification tags were removed, which has made the process of verifying each pet more challenging. Despite these difficulties, we are doing our absolute best to handle each pet with care and respect.

As we work through the facility, we will post pictures of the pets or identification tags we may find in this email thread. Once you have identified and verified your pet, please reply with your phone number, and we will call you to schedule a private and respectful time for pickup.

We do want to share, with great sensitivity, that some pets have been in the facility for an extended period and were not handled with the care they deserved. We will continue to treat every pet we encounter with dignity as we move through this process.

We truly appreciate your patience, understanding, and compassion as we work to bring closure to every family affected.

With sincerity,

Manuel and team

Reply

Reply all

Forward



Attachment 1

Begin forwarded message:

Subject: Re: Update on Reuniting You With Your Pet – Next Steps and Information Needed Re: Request for Angel Paws Animal List

On Oct 6, 2025, at 10:39PM, Manuel Villanueva <bestfriendsunitedsd@gmail.com> wrote:

Dear Pet Owner,

Thank you so much for reaching out to us and for your patience during this difficult time. We want to assure you that we are working diligently to gain full possession of the building as quickly as possible. Once we have access, we will immediately begin addressing all of your requests.

We will need some information from you **if you haven't sent it yet**:

1. Your full first and last name.
2. Your pet's name, breed, and a picture of your pet.
3. Your best contact information (phone number or email).

If you have already provided this information, please rest assured that we have it on file. There is no need to resend it. We truly appreciate your patience and understanding, and we know how important this is to you. As soon as we have full possession of the building, we will reach out with the next steps.

Thank you again for your patience and trust.

Warm regards,

Juan Manuel Villanueva

10:35

door though. Door
unlocked



Y



okay sound good,
i'm going to give
him a call later today

yair

Tue, Nov 11 at 9:44 AM

Hi yair. Toni said you
ran into Manny & gave
him your info for
Bimbo. Do you
remember what day
that was & was it at
Angel paws?

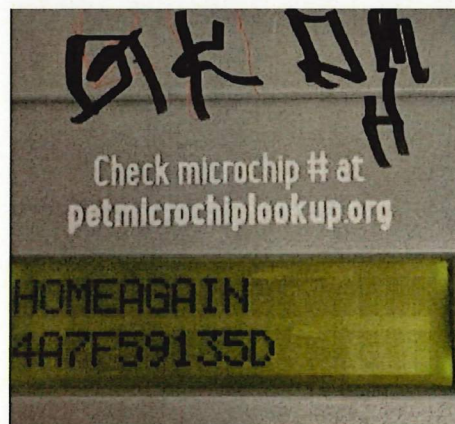
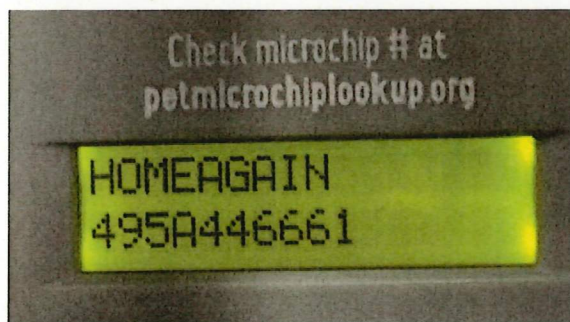
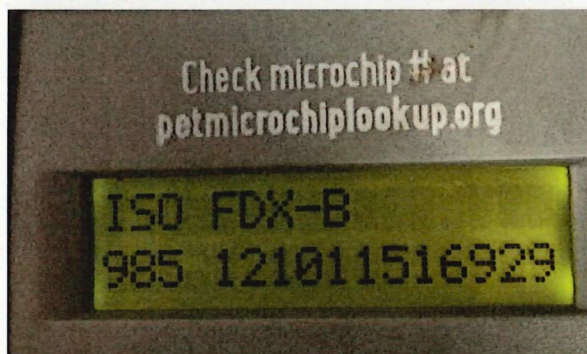
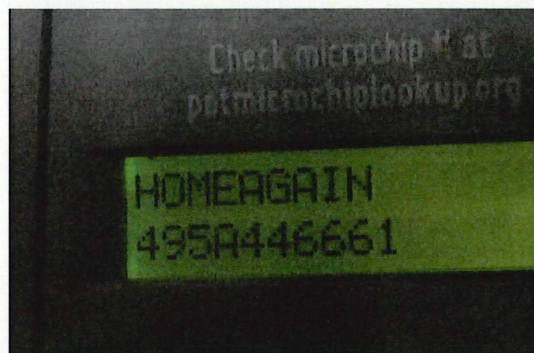
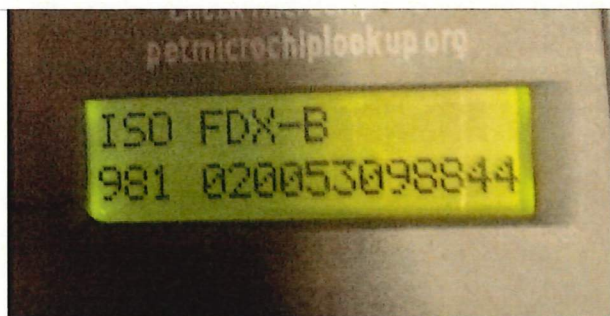
yes it was at angel
paws and it was on the
4th of november

Have you heard
anything from him yet

Was he in the
building ?

nothing yet, he hasn't
+ iMessage
know he sent out an





HOSPITAL / CLINIC NAME: MUEITING, CONNIE (29141)
 OWNER LAST NAME: 4406 MISSION INN AVE
 PET NAME: RIVERSIDE, CA 92501
 PASSING DATE: (951) 295-6345
 SPECIES / COLOR: Oso (Canine)
 WEIGHT: Wt: 82.3 lb
 Breed: Labrador Retriever
 Color: Black
 Sex: Neutered male
 Birthday: Age: 15y
 05-15-10

Joey Hood
6-28-20

Joey Hood
6-28-20

HOSPITAL / CLINIC NAME: ELITE-REAR-FO
 OWNER LAST NAME: White and
 PET NAME: Patience
 PASSING DATE: 6-13-21
 SPECIES / COLOR: Black
 WEIGHT: 11.6

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 PASSING DATE: 6-13-21
 SPECIES / COLOR: Black
 WEIGHT: 11.6

10:52

< Coordinates for

Communal Ash Spreading

To Whom It May Concern,

Here are the GPS coordinates of the communal remains that were spread at sea. Please keep in mind that this spreading could/will contain other loved ones among those spread at sea:

N33°26.072'W117°42.173

Best and be well,
Moses Garcia
Operations Manager / Brand Liaison



4263 Birch Street,
Newport Beach, CA 92660
Office: (949) 852-1485
Cell: (949) 877-9264

4263 Birch Street
Newport Beach, CA 92660
Office: (949) 852-1485
Cell: (949) 877-9264
Linda Logan 12/5/25

10:52

< From: Moises Garcia >
To: Linda Logan >
December 5, 2025 at 1...

Coordinates for Communal Ash Spreading

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Here are the GPS coordinates of the communal remains that were spread at sea. Please keep in mind that this spreading could/will contain other loved ones among those spread at sea:

N33°26.072'W117°42.173

Best and be well,
Moses Garcia
Operations Manager / Brand Liaison



4263 Birch Street
Newport Beach, CA 92660
Office: (949) 852-1485
Cell: (949) 877-9264

10:51

< Found in lakers916@aol.com Inbox

Linda Logan 12/5/25
To: Moises Bcc: LINDA >

Just the one burial for the 4,000 lbs? And 3 trips?

On Dec 5, 2025, at 11:59 AM,
Moises Garcia
<moises@onlycremations.com>
wrote:

To Whom It May Concern,

Here are the GPS coordinates of the communal remains that were spread at sea. Please keep in mind that this spreading could/will contain other loved ones among those spread at sea:

N33°26.072'W117°42.173

Best and be well,
Moses Garcia
Operations Manager / Brand Liaison

4263 Birch Street
Newport Beach, CA 92660
Office: (949) 852-1485
Cell: (949) 877-9264
<Outlook-xefs10ty.png>



Blank 5



Release of Liability and Acceptance of Cremains

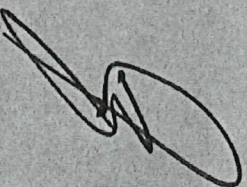
I, Linda Logan (Name), have received the cremains of numerous pets from Manuel Villanueva. I understand that I am fully responsible for delivering these cremains to the respective pet owners. I acknowledge that Manuel Villanueva is not obligated to assume any responsibility for the cremains at this point.

I also release Manuel Villanueva from all liability and hold him harmless for any injury, loss, or damage that may arise, directly or indirectly, from the possession, transportation, or delivery of these cremains. This includes, but is not limited to, any claims related to loss, theft, or accidental damage that might occur during the handling or delivery process.

I accept the cremains from Angel Paws, and Manuel Villanueva will provide them to me on this date. From this day forward, I am responsible for the safekeeping and the proper delivery of the cremains.

November 28, 2025

Linda Logan



To All Concerned Parties:

We would like to inform you that all matters regarding Angel Paws have been terminated as of November 30th. We will no longer be accepting phone calls or emails related to this matter.

We kindly ask that you refrain from visiting or contacting us moving forward.

Thank you for your understanding.