

From: Jennifer McNeill
Sent: Wednesday, February 2, 2022 2:11 PM
To: Ucresia Sistrunk
Subject: Complaint/Issue. "encrypt"

Ucresia

Today I spoke with resident [REDACTED] at [REDACTED] regarding the following, see bullets below.

- Claim- On 2/1/22 received handwritten notice in door regarding maintenance will be there on 2/2/22. On 2/2/22 two men arrived to home not in uniform, did not let them in. Claim the two men looked suspicious.
- Claim-Last year in Nov. and Dec. 2021 received handwritten notice regarding maintenance will be at unit. Maintenance did not show up.
- Claim-In the past spoke with Kathy Strom. Kathy is suspicious. Do not want to speak with Kathy.
- Claim-In the past spoke with Lisa O and Vickie Fields who was not aware of CT Associates. Note: I informed [REDACTED] Associates is legit and manage some of LMHA properties (Sheppard Square, Some Scattered Sites ...). [REDACTED] stated "would like proof".
- Did not received a letter from LMHA regarding CT Associates is managing the property he reside at.
- Previous LMHA resident. Sharon Perkins was the landlord. If LMHA maintenance or staff had to come in home, PM Sharon P sent a typed letter by mail or hand-delivered. LMHA maintenance crew have uniform.
- Preferred to speak with you(Ucresia). Note: I informed [REDACTED] that I handle all residents complaint/issues.
- Would like the following (1)A letter from LMHA regarding CT Associates is a legit company and is managing the property he reside at (2) Do not want to receive handwritten notices (3) Notice typed with management company logo on it (4) maintenance staff with uniform that identify the company they work for.

From: Jennifer McNeill
Sent: Wednesday, March 23, 2022 2:35 PM
To: Kathleen Strom
Cc: Uccesia Sistrunk
Subject: Complaint/ Issues

Kathy,

Today I received a telephone call from Sheppard Square resident [REDACTED] at [REDACTED] regarding the following, see bullet below.

- First reported issue on 11/16/21 re. roaches inside dishwasher. Had spoke with multiple staff members in the office regarding this problem. As of today issue has not been resolved. (Note: [REDACTED] said she removed the inside door pane and saw roach nest)
- Reported two weeks ago Smoke detector in the hallway between the bathroom and master bedroom is not working. As of today issue has not been resolved.
- Please contact [REDACTED] regarding the issues above

Thank you,
Jennifer McNeill
Public Housing Ombudsman
Louisville Metro Housing Authority
420 South Eighth Street
Louisville, KY 40203
Phone (502)569 1168 Fax (502)569 7849



Fwd: Letter of Complaint

[REDACTED]

[REDACTED]
Date: Mon, Mar 29, 2021 at 5:53 PM
Subject: Letter of Complaint
To: <osanka@lmha1.org>, <usistrunk@lmha1.org>

Dear Ms. Osanka,

cc: Kathy Strom, Ucresia Sistrunk, Manfred Reid, Mayor Greg Fischer, Louisville Metro Ombudsman, Louisville Metro Board of Commissioners.

We, the residents of Liberty Green Apartments are greatly disappointed that the Louisville Metro Housing Authority continues to allow the Liberty Green Management to ignore our complaints that are being constantly ignored. For the last three years, we have contacted your office and made our complaints known concerning the many issues here at Liberty Green. We are "promised" that things will improve, only to allow another year to go by with no improvements whatsoever.

We realize that the Pandemic has slowed things down, but many issues that were brought to the Liberty Green management office, could have been taken care of at this point. The residents of Liberty Green deserve a better living environment, safety and maintenance issues to be fixed. Year after year, it's the same complaints and issues unresolved!

The Liberty Green management is a complete failure, in our opinion. They never take the time to observe safety issues, ground maintenance, parking issues, lighting, trash issues, etc. It has taken MONTHS for work orders to be complete. They are often ignored or tossed aside as unimportant. This is truly disgusting and negligence!!

We contacted your office in 2019, 2020, and now 2021, with the same problems. We are asking that you intervene, and hold the management of Liberty Green accountable for their failed promises to improve the living environment, here at Liberty Green. Furthermore, we deserve better! We are hardworking residents who want to feel safe and live in an environment that is welcoming and inviting. This hasn't been the case for the last few years.

Attached, you will find a list of complaints gathered by the residents of Liberty Green. Please pay close attention to the parking issues, lighting, trash, long wait time for maintenance issues to be fixed, abandoned cars all over the parking lots, and handicap parking spaces filled by those who continually parked illegally.

A year ago, a letter was sent that residents would need to register their cars in order to park. To our surprise, only a few even responded to the letter and just a handful have Liberty Green Parking stickers in their car windows. We were told that the trash issues would be fixed concerning the dumpsters, this has turned into a nightmare. Residents are now leaving their trash outside of doors, in breezeways, and other areas because of full dumpsters. We were told a "towing" company was hired to prevent non-residents from parking in the parking spaces. However, we haven't seen a tow truck since the middle of 2019. We were told the "lighting" under the carports, building hallways, breezeways, etc, would be fixed, this hasn't happened either. Many requests have been made to have this fixed by residents. The landscaping is in ruins, the outside rooftop "gutters" are damaged, have huge holes in them and water leaks everywhere. This is unacceptable.

Monday through Friday, from 7am- 6pm, the Dental School students "faithfully" parks in resident parking, especially in

the parking lot behind Marshall Street and East Muhammad Ali Blvd. Residents can seldom find a parking space!!! The University of Louisville Hospital employees are now parking their cars in these spaces every single day, and the Liberty Green office has done nothing to curve this major problem.

Once again, we are asking for your help. The residents of Liberty Green has lost faith, trust and hope in the Liberty Green office staff and owners! We are constantly disappointed by their lack of concern for the residents here at Liberty Green. PLEASE HELP!!!

Sincerely

Liberty Green Residents.

The attached letter was sent to Robin Marshall, the manager of Liberty Green, and the area Manager, Kathy Strom. Please see attached pictures also.

11 attachments



IMG_20210327_082749.jpg
142K



IMG_20210327_082815.jpg
103K



IMG_20210304_115441.jpg
148K

Dear Ms. R Dunn,

I am contacting you in regard to a complaint I would like to file against Ms. Kathy Strom, the Regional Manager of Liberty Green Apartments, in Louisville, Kentucky. I have contacted your office by email and left several voice messages, and I have not been contacted regarding my complaint. I found it appropriate to send a written complaint so that I can obtain proof that I have sent a complaint letter.

There have been ongoing issues here at Liberty Green Apartments regarding maintenance of the property interior and exterior, along with other concerns. Complaint letters have been sent to the local property manager (Robin Marshall), and addressed to Ms. Strom, as well as the Louisville Metro Housing Authority.

The complaint letters were sent “anonymously” to protect the identity of the residents and to avoid any forms of retaliation. However, on or about 04/06/2021, I received a voicemail from Ms. Strom that she would like to speak with me concerning a letter I had written and for me to call her back. When I called Ms. Strom back, the next morning, she stated” Mr. [REDACTED], I wanted to speak to you about the anonymous letter “you” wrote.

When I interrupted and stated that I had not written a letter, you became angry and stated “Mr. [REDACTED] yes you did. We know that you wrote the anonymous letter addressed to Robin and me, because we compared your handwriting to the other letters!” When I interrupted her again to inform her that I have not written a letter, she became upset and yelled, “Okay, Mr. [REDACTED] you have a great day!”, and she immediately hung up on me.

Although this complaint to your office may sound a bit petty, however, my complaint is against Ms. Strom’s attitude, behavior, unprofessionalism and actions. She had no right to call me accusing me of writing an anonymous letter. Her behavior was inappropriate and unbecoming of a Regional Manager that represents your company, and I am requesting that she issue an immediate apology.

If residents choose to write anonymous letters addressing issues that have been ongoing here at Liberty Green, it is not only their right, but their duty. If they choose to remain anonymous that is their right as a tenant also. Instead of Ms. Strom trying to become a “handwriting analyst” to figure out WHO wrote a complaint letter, it seems as if she would be more focused on if the “claims” in the complaint letter are valid!

I spoke with Ms. Strom back in July 2020, and on that phone call, in my opinion, I was convinced that Ms. Strom was not concerned about the many issues at Liberty Green. Her attitude then was what I considered uncaring. Therefore, I have avoided speaking with her. For years Liberty Green has been plagued with issues when it comes to parking, trash, lighting, building maintenance, work orders, and getting things fixed. It's been the same complaints from residents for several years, and seldom anything changes.

As a resident of Liberty, I along with others are frustrated that we have to address the same issues year after year. While many of us honor our leases, I am amazed that in return the office management neglect their duty to abide by their own lease they have set forth.

I am requesting that Ms. Strom not contact me in the future for any reason, since her attitude and behavior is unprofessional.

I am requesting that your office contact me to confirm that receipt of this letter.

Sincerely,



04/09/2021

Thank you,
Jennifer McNeill
Public Housing Ombudsman
Louisville Metro Housing Authority
420 South Eighth Street
Louisville, KY 40203
Ph (502)569 1168 Fax (502)569 7849

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From: [REDACTED]
Sent: Wednesday, April 13, 2022 12:33 PM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: [REDACTED] Concern

My name is [REDACTED] currently staying in liberty green apt.

[REDACTED] I left my unit Friday 4/8 about 1130 I returned Sunday 4/10 at noon. As I returned to my home I noticed it had been entered upon coming in. I noticed two of my curtains had been messed up and pens had been knocked over off my desk. I also saw how the plastic on my windows for climate control hot/cold had been torn. That was a big deal due to I had already received a notice that this may happen but everything else no. I have tried numerous times to reach out to my office, left countless msg and even went down there this morning.

Too busy can't return calls. All I was simply asking is my concern to be addressed but still 3 days later it hasn't. I felt disrespected the way my unit was left. They can come in and do what they want but when it comes to stuff being fixed they are not where to be found. Blinds on one of my windows are broken, another won't rotate, both bathroom tubs won't drain fast, the wood up under my kitchen sink has rotted due to the previous leak, both ceiling fans and glass globe have been broken. Can't get sprayed for bugs in the unit because whoever they have hired are always canceling All of these things listed

have been reported for over a year now. But have the nerve to raise rent. I understand it is still a place to stay but where is the money going that us residents are able to benefit from. Can't even take out the trash because the homeless are out at all hours with no light in the back of our building to see, not to mention our supposed security door is broken or doesn't work with the alarm going off to the building. Things only get done around here when it's time for big inspections.

thank you for listening if you have any question or would like to contact me phone number is [REDACTED]

Thank you,

[REDACTED]

From: McNeill, Frank H <frank.h.mcneil@hud.gov>

Sent: Thursday, April 15, 2021 5:31 PM

To: Lisa Osanka

Cc: Ucesia Sistrunk <Sistrunk@LMHA1.org>; Jennifer McNeill <McNeill@LMHA1.org>; Harris, Sandra J

<sandra.j.harris@hud.gov>

Subject: LMHA [REDACTED]

Hi, Lisa –

I spoke earlier this afternoon with [REDACTED] lives at [REDACTED] in the Sheppard Square development. She tells me that the property manager, Kathy Strong, has not provided her with receipts for her monthly rent payments (via money order) since October 2020. [REDACTED] says that, when questioned about the matter, Ms. Strong's response has been that it is an issue that need not be addressed. [REDACTED] further told me that after pressing Ms. Strong about the lack of receipts, she was told that she has outstanding late charges (2 from 2017, 1 from 2018, and 3 from 2019). [REDACTED] says that she was unaware of the charges and that have never been brought up during recertification. She feels that the charges might be in response to her persistence.

Please contact [REDACTED] and Ms. Strong to discuss this matter. If Sheppard Square management is indeed not issuing receipts, then please communicate to them the ACC's obligations for sound financial controls under Generally Accepted Accounting Principles (GAAP), including the use of receipts as acknowledgement of tenant payments. Thank you.

Frank H. McNeil, Jr.

Portfolio Management Specialist

U.S. Department of Housing and Urban Development

Office of Public Housing Louisville Field Office

502-618-8135

From: Werner, James <James.Werner@louisvilleky.gov>

Sent: Wednesday, April 21, 2021 7:51 AM

To: Jennifer McNeill <McNeill@LMHA1.org>

Subject: 421 S CLAY ST 203, LOUISVILLE, KY 40202

Metro received the following complaint

CALLER REPORTS NO INTERIOR BEDROOM DOOR SINCE 10/2019

Complaint Date Time: April 20, 2021

WITH NO RESPONSE FROM LANDLORD OR MAINTENANCE

Thanks,

James F. Werner

Code Enforcement Officer II

Department of Codes & Regulations

LOUISVILLE FORWARD

444 S. 5th Street

Louisville, KY 40202

502.773.2076

[REDACTED]

From: Jennifer McNeill
Sent: Thursday, April 22, 2021 1:04 PM
To: Ucresia Sistrunk
Subject: RE: LMHA - [REDACTED] -- Receipts Question Answered

H Ucresia
today I received a telephone call from [REDACTED] regarding

- Spoke with Kathy Strom earlier
- Did not like the way Kathy was speaking to her regarding issue
- Kathy argued with her about Sheppard Square drop box
- Kathy informed her the late fees will be removed and she will send a letter regarding removal of late fees

Note: I asked [REDACTED] to let me know when she receives the removal of late fees letter

Thank you,
Jennifer McNeill
Public Housing Ombudsman
Louisville Metro Housing Authority
420 South Eighth Street
Louisville, KY 40203
Ph (502)569 1168 Fax (502)569 7849

From: Jennifer McNeill <McNeill@LMHA1.org>

Sent: Thursday, April 23, 2020 12:23 PM

To: Kathleen Strom <kstrom@c-t-associates.com>

Cc: Uclesia Sistrunk <Sistrunk@LMHA1.org>

Subject: Complaint/Issue- Sheppard Square applicant

2308 Allston Ave.

Hi Kathleen,

Today applicant [REDACTED] contacted me regarding Sheppard Square staff has been rude and unprofessional when she calls regarding status of verification process. I informed [REDACTED] application/verification process may take longer than normal due to COVID-19. [REDACTED] said she understands however it's how the staff deliver the information over the telephone. I let [REDACTED] know I will send complaint.

Thank you,

Jennifer McNeill

Public Ombudsman

Metropolitan Authority

420 South Eighth Street

Covington, KY 40203

Phone (502)569-1168 Fax (502)569-7849

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From: [REDACTED]
Sent: Tuesday, April 26, 2022 11:35 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: Complaint

To whom it may concern,

I was given the keys to apartment [REDACTED], on February 24 2022. Unfortunately, I was never able to move in due to the condition it was rented out to me. Upon moving in there were numerous unsanitary and unsafe issues. Windows that wouldn't lock in all rooms, screen broken out of kitchen window laying on the bush outside, paint on all cabinets, baseboards old/cracked, paint on floor, a dead bird laying in the bedroom closet floor, mold growing from inside the bathroom cabinet. The apartment was very unsanitary. There is mold growing from the bathroom cabinet and the floors were very dirty. The paint job was rushed and I could still see the wear and tear from the past resident. It seems the apartment was never properly flipped for a new resident. My first day with the keys to the apartment there was a dead bird lying in the bedroom closet, very unacceptable. For that reason alone, I know that the apartment was not properly cleaned. The bird was removed 5 days later. There was also a spill on the side of the refrigerator that was never cleaned as well. Coming into a newly leased apartment, the new resident shouldn't be cleaning up from the prior resident. I also had a big concern about the management. I called numerous times to speak of matters with the apartment, never any callbacks. There is always someone telling me she is not available or that she will call me back. I also gave a call to the management office on 03/21/2022 asking for help understanding the lease (she answered the phone that day), she had no answers about terminating my lease. She stated that she would get the information I needed and call back, never called back. I call back on 3/22/2022 asking for the management again. The person answering the phone explained she was away from her desk and would call me back, never received a call back. The negligence is a huge concern for me. I check on the apartment 2 before turning in the keys. There had already been someone in my apt without any notice. Lights were left on and all the blinds were up. I turned the keys back in on April 12th 2022. When returning the keys someone in the office ask me to write down my name on a piece of paper and that was it. I haven't heard anything since then. I'm never able to speak with anyone personally. The doors at the rent office are still locked for covid I'm guessing. I gave a first months rent and deposit in the amount of \$1150. This whole situation has been a disaster for me. I am needing to know what I need to do to get the \$1150 back so that I can find me a place to live. Thanks so much.

Sent from my iPhone

Complaint/Issue

Jennifer McNeill <McNeill@LMHA1.org >

Wed 5/4/2022 12:48 PM

To: Uclesia Sistrunk Sistrunk@LMHA1.org
Uclesia,

Today I received a telephone call from Sheppard Square resident [REDACTED] at [REDACTED] Hancock St #A14 [REDACTED] had friend Kaya on three way to help her.

I informed [REDACTED] that I will send complaint to you(Uclesia Sistrunk Director of Property Mgmt.)first however Kathy S will be emailed the complaint to respond.

- Lived in Berrytown apartments for ten + years. Due to mold problems in apartment at Berrytown did not pay rent for one year. Did not receive any late and or eviction notices. Was in the newspaper with other Berry town residents due to mold problems.
- Claim-In Feb.2022 Kathy S told [REDACTED] that she will get an agency to pay rent balance owed (\$3900) for Berrytown and in order to move to Sheppard Square will need to sign old lease for Berrytown. Have copy of lease signed for Berrytown. Kathy S would not provide documentation on the agencies that was going to pay balance owed. [REDACTED] said she have proof that Kathy S told her that agencies will pay balance owed.
- April 4, 2022 moved to Sheppard Square. Confused on lease regarding rent amount and utility allowance, claim Kathy did not explain. Claim Kathy S gave her paperwork to contact LG&E to turn on services. Claim LG&E informed [REDACTED] that services was turned on April 01, 2022. Claimed LG&E told her Sheppard Square requested on March 25, 2022 via fax to turn service on April 01, 2022 at 760 S. Hancock #A14. Claim maintenance staff said he was in charge of complaints and gave daughter [REDACTED] a card
- Last Tuesday or Wednesday spoke with Kathy S in the rental office. Turned in house keys to Berrytown and claim Kathy S said "by the way you responsible for the back rent for Berrytown and she must pay additional \$12.00 a month for balance owed of \$3900 for unpaid rent at Berrytown because agencies ran out of money.
- On Monday called agency at telephone number [REDACTED] Spoke with a lady that said "no information for rent payments but in system for legal issue "eviction"
- Feel that Kathy S has and is taking advantage of her [REDACTED] due to her disabilities.

Thank you,
Jennifer McNeill
Public Housing Ombudsman
Louisville Metro Housing Authority
420 South Eighth Street
Louisville, KY 40203
Ph (502)569-1168 Fax (502)569-7849

RE: May 5, 2022 After Hours Maintenance Call

Jennifer McNeill <McNeill@LMHA1.org>

Mon 5/16/2022 9:57 AM

To: kstrom@c t associates.com kstrom@c t associates.com

Cc: Uclesia Sistrunk <Sistrunk@LMHA1.org>; Greg Crum <crum@LMHA1.org>

Okay.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>

Sent: Monday, May 16, 2022 9:56 AM

To: Jennifer McNeill <McNeill@LMHA1.org>

Cc: Uclesia Sistrunk <Sistrunk@LMHA1.org>; Greg Crum <crum@LMHA1.org>

Subject: RE: May 5, 2022 - After Hours Maintenance Call

Thank you Jennifer, I have already communicated with [REDACTED] and will be following up. As a side note, [REDACTED] is working with Mr. Poe and Ms. Shaw based on social media postings this weekend that have been forwarded to me. I will be sending the additional communication under separate email.

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>

Sent: Monday, May 16, 2022 9:46 AM

To: kstrom@c-t-associates.com

Cc: Uclesia Sistrunk <Sistrunk@LMHA1.org>; Greg Crum <crum@LMHA1.org>

Subject: FW: May 5, 2022 - After Hours Maintenance Call

Kathy,

Today I received the emails below from [REDACTED] Please review and respond to me via email.

From: Jennifer McNeill

Sent: Monday, May 16, 2022 9 41 AM

To: Shannon Floyd <steneefloyd10@gmail.com>

Subject: RE May 5, 2022 After Hours Maintenance Call

[REDACTED]

I am in receipt of your issue below Thank you for bringing this matter to our attention I am actively following up on this matter.

Again, thanks you for bringing this matter to our attention.

Thank you,

Jennifer McNeill

Public Housing Ombudsman

Louisville Metro Housing Authority

420 South Eighth Street

Louisville, KY 40203
Ph (502)569-1168 Fax (502)569-7849

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[REDACTED]
Sent: Monday, May 16, 2022 9:23 AM
To: Jennifer McNeill McNeill@LMHA1.org
Subject: Fwd: May 5, 2022 - After Hours Maintenance Call

FYI...Kathy Strom's initial response.

Forwarded message

From: <kstrom@c-t-associates.com>
Date: Fri, May 13, 2022 at 12 16 PM
Subject: RE: May 5, 2022 - After Hours Maintenance Call

[REDACTED]

I am sorry that you went through those difficulties after breaking your key in the lock to your front door. I will certainly look into who was on call on May 5th and where the system broke down. I appreciate your bringing this to my attention. Feel free to reach out to me by email when needed and I also have an "open door" policy for walk in appointments on Wednesdays from 1:00 to 4:30 pm at my office at 526 Lampton Street.

As an fyi, though not being offered as an excuse, staff has been working extensive overtime due to a series of inspections taking place this month and our bandwidth has certainly been stretched. However, I will look into this further and get back to you -

Kathy Strom
The CT Group
526 Lampton Street
Louisville, KY 40203
kstrom@c-t-associates.com

[REDACTED]
Sent: Friday, May 13, 2022 11:52 AM
To: kstrom@c.t.associates.com
Subject: May 5, 2022 - After Hours Maintenance Call

Ms. Strom,

Though "not surprising" in lieu of consistent inaccessibility (i.e. repeated refused calls and electronic mail) of Ms. Marshall throughout my tenure at Liberty Green (since 2009), "it strikes me as odd" to be directed to contact a Regional Manager over direct access to a local Community Manager. Please consider the following

On Thursday May 5th at 6:43pm, a call was placed to Liberty Green's after hours call center due to key breakage per insertion while attempting to unlock/enter my unit. I received a call back from the "call center" at 7:40pm (same representative) asking if I had been able to somehow remove the key piece from the cylinder (I'd borrowed tweezers from a neighbor in an attempt to remove the key piece "to no avail") because maintenance failed to answer the call. When I said, "No" and expressed concerns about safety with increasing clouds/darkness, the representative stated that she "did not want to get anybody in trouble". A call was placed to the call center at 8:07pm to check the status of the maintenance call. I was informed by a different representative that she had been made aware of my situation by the previous representative (I was refused the name of either representative) and maintenance had returned the call at 8pm only to state that it would "be a while" due to "traffic". When asked to be given the name of the specific maintenance employee "on call", I was informed that the names of the maintenance staff were unknown to call center representatives. If this indeed is the case, why would the former representative express concern with not wanting to "get anybody in trouble"?

After several failed attempts to remove the key piece (my 78 year old mother, who has had multiple cataract surgeries, has limited vision after dusk, brought a pair of flat nose pliers and my spare key *against my wishes* after the call center had been contacted a second time), it was successfully dislodged using a flashlight by another neighbor at 9pm. Unfortunately, "to date", I have not received a call nor service from maintenance.

Though I believe that this is indicative of looming systemic issues within public and/or mixed income residential housing (i.e. grossly understaffed/underpaid administrative staff as compared to responsibilities/number of residents, employee low morale, minimal opportunities for professional advancement, "dated" operational systems, low wages/overworked/minimally skilled/transient maintenance staff, high stress low reward, etc.), it remains **inexcusable**.

Ms. Strom, I am not against you nor Ms. Marshall. You are Black women in positions of power that do not have what is needed (i.e. staffing, salary, executive support, etc.) to meet the actual demands of responsibilities given. **However, I am vehemently against abuse of power and mistreatment and disregard of others - particularly those vulnerable in a capitalist/patriarchal society (i.e. Black Americans, low income, elderly, women, children, disabled, etc.).** Where are you at?

Your immediate attention to this matter is appreciated. I can be reached at: [REDACTED] should questions and/or concerns arise.

Make it a GREAT day,

[REDACTED] Resident
301 South Clay Street Unit [REDACTED]



Fwd: FW: COMPLAINT

Mon, Sep 12, 2022 at 4:23 PM

----- Forwarded message -----

From:
Date: Mon, May 10, 2021 at 12:23 PM
Subject: Re: FW: COMPLAINT
To: Jay Duley <jduley@c-t-associates.com>

Thank you for your response. This is the nature of my complaint (See copy of letter) against Cathy Strom (Regional Manager) for the Liberty Green Apartments here in Louisville, Kentucky. I am a current tenant. This letter was due to the many constant "ongoing" issues tenants are facing at Liberty Green Apartments due to maintenance issues, safety of residents, management of property, trash, resident work orders, parking, etc. This letter was sent to R. Dunn, a month ago, along with my contact email address and telephone number. I never received any reply. I've also called to speak with R. Dunn, left several voice messages, and still no response. I am extremely surprised that the manager over Ms. Strom, would ignore a complaint letter by a tenant, as if it's worthless, unimportant, and has no merit. I have also been in contact with the Louisville Metro Housing Authority representatives concerning her actions.

On Mon, May 10, 2021 at 9:19 AM Jay Duley <jduley@c-t-associates.com> wrote:

I am in receipt of your email below.

If you could please provide me with the substance of your complaint, we would be happy to investigate.

Jay Duley
General Counsel
CT Associates, Inc.

----- Forwarded message -----
From: Date: Sun, May 9, 2021 at 9:13 PM
Subject: Re: COMPLAINT
To: <mjackson@thetgrouppllc.com>, <dkatz@thetgrouppllc.com>, Charles Tini <ctini@thetgrouppllc.com>

To whom it may concern,

On April 6th 2021, I contacted your office by email to request a call back concerning a complaint I wanted to file against a representative with your company. I am amazed that as of this date, no one has called, emailed or responded, as if complaints against your employees are null and void. I also sent a written complaint to the manager that's over the employee I have complained about and still no response from her. I find this unprofessional and disgusting from a company that seems to have no care of holding their own employees responsible for their actions.

Have a good day!

On Tue, Apr 6, 2021 at 10:02 AM Terry Foster <terrywfoster44@gmail.com> wrote:

Hello,

I am contacting you in regard to a serious complaint I would like to file. Can someone from your office contact me at your earliest convenience. Thank you so much. Have an excellent day.

From: McNeil, Frank H <frank.h.mcneil@hud.gov>
Sent: Monday, July 12, 2021 11:24 AM
To: Ucresia Sistrunk <Sistrunk@LMHA1.org>; Jennifer Jackson <jenjackson@chakv.org>
Cc: Lisa Osanka <sosanka@LMHA1.org>
Subject: LMHA Liberty Green Resident [REDACTED]

Good morning, Ucresia –

We received the message below from Liberty Green PH resident [REDACTED] Can someone contact [REDACTED] to determine what can be done to address her concerns and complaints? Thank you.

Frank H. McNeil, Jr.
Portfolio Management Specialist
U.S. Department of Housing and Urban Development
Office of Public Housing -- Louisville Field Office
502 618 8135

[REDACTED]
Sent: Monday, July 12, 2021 11:24 AM
To: Jackson, Peter E <Peter.E.Jackson@hud.gov>
Subject: External Message: Expanded Complaint Received

CAUTION: This email originated from outside of the organization. Do not click links or open attached files unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please contact so.ohioblog@hud.gov

To whom this may concern, I [REDACTED] Tenant at 420 south Clay St Louisville, Ky. Have been a member with HUD housing since 2007. Going on 15 years. My FOUR children and self, live in liberty green apartments.

I'm reaching out today, which I've should've done a long time ago about a few large issues that are going on, pertaining to the lack of maintenance, the lack of urgency per emergency, the un-professionalism when calling the to advise about an issue.

Complaint 1) A few years back, and I can definitely provide photos. My ceiling in the dining room the is below my bathroom upstairs started to leak. I'm sure it's some type of mold and or mildew at this point because the issue has yet to be fixed. Instead of maintenance fixing the problem they continuously put a bandaid over it. When ever a little water get on the bathroom floor it leaks through the ceiling into my dining area. I've put multiple work orders in about this issue and still after a few years later, getting the same run around. The fact that they are low staff isn't my issue, that's a company issue. To properly run a functional business to appease tenants and community at this point requires the manpower.

Complaint 2) I have 4 children 3 of them have CHRONIC ASTHMA, 1 have a CHRONIC Heart condition. As I'm sure you all are aware of the extreme high temperatures we have been dealing with lately, we need for our air to be working efficiently. Within a month time, my A/C unit has went out TWICE. When contact liberty green the lack of urgency is extremely beyond me. I get it people may be busy or whatever the case is, but when I call the emergency line, because it's hotter in my house vs outside, and mind you I called at 11am it's after 4pm est. still no one has come to see what's going on. Honestly, if it was me by myself I can deal with the heat, but when my babies have to suffer because liberty green, fail to do routine maintenance checks for situations like this is when it becomes a big problem. I pay \$724 monthly for rent. Like I advised earlier I've been living here for almost 15 years. This is starting to get out of hand. I'm sure this goes against ethics and compliance as well as fair housing act.

I don't know who need to step in and reorganize what's priority, an or reiterate "emergency", I'm extremely disappointed and bothered by not only Liberty Green management, maintenance, Housing Attorney but also HUD.

Attached are photos of my thermostat that reads 80 degrees and it's set on 70. my ceiling that has never been fixed from the leaking from the bathroom to the downstairs dining room.

It's 5 of us living in a 3 bedroom, my kids range from ages 15-9. We all have extremely bad allergies, I've asked could we get new carpet, or have it removed. The management in liberty green advised you have to live there for 7/8 years. I've lived in liberty green for 15 years. Something has to be done about the ghetto crap and the lack of urgency and emergency.

I can see why they don't take my concerns seriously, because they don't have to live under these broken conditions.

Please contact me back [REDACTED]

Thank you,
[REDACTED]

Official Complaint

Mon 7/18/2022 2:40 PM

To: Jennifer McNeill McNeill@LMHA1.org
Ms. McNeill,

would like to file an official complaint against Kathy Strum and Robin Marshall. I live at [REDACTED] Street, Unit 304, and for the last TWO weeks, there has been a toxic-smelling odor coming from my vents. I have not been able to stay in my apartment for several days due to this smell. I have been to ER because the smell has messed with my eyes and nostrils, and I have been having headaches every time I'm in my apartment.

I have called the Liberty Green office multiple times complaining about this smell, and nothing has been done. They claimed someone would come and check things out, and as of this date, no one has come. There have not been any follow-up calls from their office, to me concerning this smell.

I have been here 9 years and I have never dealt with this odor. When my AC was out for a week, they sent someone who is contracted with LMHA to fix the AC on top of the roof. They sent him inside my apartment, he turned on the air unit and stated he didn't smell anything after only 3 minutes. This smell did not start until after he fixed the outside AC unit, which went out again after his first visit and blew out a toxic smell for over three days. No one has checked the inside of the vents or inside of the air unit in my apartment to see if there are any leaks, if wires are burning, etc. I am 1000% sure that if the same issue was taking place at their residence, they would be quick to get to the bottom of the issue.

I called Kathy Strum last Monday, left a message about the odor and other issues, and I wasn't surprised when she didn't respond. Also, my kitchen window has been boarded up for a month. I was told it would be fixed last week, and no one came. I have a huge hole underneath my kitchen sink, with mold down inside of it, that was supposed to have been fixed in 2020, and it's still there. The tile in my kitchen was supposed to have been fixed in 2020, and it still hasn't. See attached proof. The garbage disposal keeps going out, the living room ceiling and doesn't work.

I don't know if they think that because individuals live in public housing we should be silent and ignore complaining, but when it comes to my health, well-being, and living environment, I take that seriously. I wanted to make sure that I went to another source with my complaint so that it can be documented that I filed a complaint. Thank you in advance for your response. Have a great week.

[REDACTED]

From: Werner, James <James.Werner@louisvilleky.gov>
Sent: Thursday, July 21, 2022 10 59 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: 445 s Jackson 304

Metro received the following complaint

The address is [REDACTED]. Contact number

Complaint Date Time July 21, 2022

[REDACTED]

There are extremely toxic fumes coming from the AC unit. The fumes have burned my eyes, caused dizziness, blurred vision, and more. I contacted Liberty Green property management TWO WEEKS ago to report the problem and nothing has been done. I haven't been able to stay in my apartment for almost two weeks. The fumes started after the AC UNIT on the roof was fixed. Afterward, fumes have been coming out of my inside vents. I thought it may have been a gas leak, and contacted LG&E. A representative came out, and confirmed it was not a gas leak, but also confirmed that the smell and toxic odor is coming from the outside AC unit. The representative stated, "If the wiring or hose is not properly connected after the AC unit was fixed, it will cause the strong odor that you smell." The representative also smelled the odor. Again, I have contacted the property manager Robin Marshall, also the LMHA Ombudsman and neither have responded. This toxic odor and fumes are dangerous and a health hazard.

Thanks,
James F. Werner
Code Enforcement Officer II
Department of Codes & Regulations
LOUISVILLE FORWARD
444 S. 5th Street
Louisville, KY 40202
502.773.2076

From: [REDACTED]

Sent: Thursday, August 11, 2022 3:18 PM

To: mcneill@lmha1.org; Kathleen Strom <kstrom@c-t-associates.com>; mcneil@lmha1.org

Subject: [REDACTED]

Hello

My name is [REDACTED] I at [REDACTED], Louisville, KY 40203 in Shepherd Square. On July 14 around 3:30 I was in the office asking for a receipt for my rent, where I was on the 3 bedroom list and I also reported a signal going off on my water heater for a water filter. I ask to be notified before anyone enters my apartment. On July 26 around 2:30pm maintenance (black guy with dreads) enter my home with out the office notified me with out shoe covers and mask. After watching recording of one maintenance person being in my home I immediately called the office reporting that and I also requested no one should be in mh apartment with me being there@ 2:45pm. I was told if there was teenager in my home they would leave. After rewatching all videos and in one of the videos I notice the maintenance guy knocked over my bedroom kandi body spray and took something black that was under a white piece of paper off my island in my kitchen while leaving out my apartment. On July 27 I emailed Kathy Storm , who never responded, about the situation about maintenance being in my home. Two days later a entrance door hanger was put on my door This is the 2nd time maintenance has been in my home without notice. During the month of May 2022 I was in my tub when maintenance enter my home with no notice and also came in my apartment with ringing door, knock or stating he was maintenance. I jumped out my tub naked and some white man i never seen before was in my dining area with stove burner covers I his hand. I asked who he was and why he qas in my home. He said he was just there 10 minutes before and that's why he did announce himself when he reentered. I'm feel unsafe for my children and myself. My anxiety has elevated because of these situations. I have and to start my therapist session more then usually. I want to requested a 3 bedroom townhouse or house and for my locks to be changed at no charge asap. This person should be discharged from the job. The videos are linked below.

Thanks
[REDACTED]



Fwd: Automatic reply: Official Complaint

Mon, Sep 12, 2022 at 3:34 PM



Date: Wed, Aug 31, 2022 at 4:38 AM
Subject: Re: Automatic reply: Official Complaint
To: Jennifer McNeill <McNeill@lmha1.org>, <osanka@lmha1.org>

Ms. McNeill,

It's 3:47 am, on 08/31/2022, and I find myself sitting on the side of the bed wondering where this horrific odor is coming from in my apartment. Almost a month ago, I contacted your office to complain about this same issue and to file a complaint against the Liberty Green management for their lack of concern regarding this odor. You instructed me to contact Ms. Strum to voice my complaint, and provided her phone number to me. I must admit, I wasn't at all surprised when she neither returned my call nor responded to the complaint. Therefore, this is my second complaint over this same smell that has been burning my eyes, messing with my sinuses, keeping me awake at night, and causing me to leave my apartment to stay with a family member on MULTIPLE nights because the smell is so irritating.

I have called the Liberty Green office and made so many complaints, that I refuse to contact them anymore. Although Ms. Marshall sent her maintenance personnel out a few times, I was amazed when they turned on the air unit, waited for about 3 minutes, and claimed there is no smell. The second time, a company contracted with the LMHA came out and had to clean the AC unit due to dirt, mold, and coils that needed to be cleaned and replaced. However, the odor still existed. The third time, a representative came from Liberty Green with maintenance men, while I was not home, and they too stayed less than 3 minutes and claimed there is no smell. Most recently, Ms. Marshall came, along with four other people to inspect my unit, and I explained to her the smell still exists and that I have not been able to stay in my apartment on many occasions. Ms. Marshall stated that they have sent "three" different companies to come and inspect the unit for the odor, and yet they all claim no smell exists.

What I don't understand is that every time I call with the same complaint, none of the maintenance personnel have made any attempts to check in the vents or take any further steps to find where this odor is coming from. They all come in, stand around for about three minutes, and state that they do not smell anything but air fresheners. However, I have been living here for 9 years and I have never complained about a strong odor of this magnitude being in my apartment. It's traveling through the vents. I now have to close almost all of my vents to try and keep the odor out, but even that doesn't work, and to be honest, I shouldn't have to. The smell is unusual and smells like a strong smoke smell as if cigarettes/gas and other chemicals are mixed with it. The smell occurs all during the day and is extremely strong at night and early mornings. In other words, it's none stop.

I have taken many steps to investigate this odor in my apartment thinking that maybe it was the carpet, food, trash, garbage disposal, etc. However, I found none of those issues. I do not know if the venting air ducts have something in them or if the apartment on the opposite side attached to mine is doing some illegal drugs, cooking drugs, etc. I do not know, and will give them the benefit of the doubt. But what I do know is that the smell is coming through the vents causing headaches, burning eyes, sinus issues, frustration, uncomfortableness, and health concerns. I shouldn't have to leave my apartment to stay with family members because of this odor. I shouldn't have to shut almost all of my vents to try and prevent this smell, I shouldn't have to use air fresheners constantly to combat the odor, and I shouldn't have to contact the office multiple times to complain. This is ridiculous!!

I called the office again last week, and there was no response, updates, or return calls concerning what they are doing or plan to do to investigate this odor. I called again this week, and again no response!

I am contacting your office to file another complaint, and I will also reach out to Lisa Osanka to file a complaint and express my ongoing concern. This smell/odor is not normal and exists. I do not see the purpose of having companies come out, yet, they do nothing to find the source of this odor nor do they document what they have done. Turning on the AC unit and standing around for 2-3 minutes is not what I call investigating the problem. There could be something in the venting or something loose within the air ducts, or the vents are closed in the connecting apartments to prevent the flow of air, etc. I have no idea. I am asking that if the smell can not be found that Ms. Marshall move me immediately to another unit. This odor has disrupted my peace and entire living environment., and the effects of breathing in this smell are becoming more and more sickening. I have reached out to an attorney for legal representation, but I also wanted to give the Liberty Green management ample amount of time to investigate this odor and come up with a resolution instead of ignoring my complaints week after week. Thank you in advance for your response, and have a great week.

Best regards,

On Mon, Jul 18, 2022 at 2:41 PM Jennifer McNeill <McNeill@lmha1.org> wrote:

I will be out of the office from July 13, 2022 to July 18, 2022. Please contact Director of Property Management Uclesia Sistrunk at 502-569-6490 or Assistant Director of Property Management Greg Crum at 502-569-3416.

From:

Jennifer McNeill

Sent:

Monday, November 2, 2020 11:08 AM

To:

kstrom@c-t-associates.com

Cc:

Ucresia Sistrunk

Subject:

Complaint/Issues-Liberty Green resident [REDACTED] at 502 E. Jefferson St. #201 [REDACTED]

Today I received a telephone call from [REDACTED] regarding the following below, see bullet points. I et [REDACTED] this complaint/issue was directed to you (Regional Manager Kathy Strom to address.

- Maintenance having a hard time installing bunks, paid \$30 for the bunks. Came one bunked down and hit [REDACTED] in the face after being installed by maintenance.
- Issues with new maintenance staff that came to unit
- Fee unsafe and harassed by maintenance staff. Call PM Robinson instructing staff.

Thank you,

Jennifer McNeill

Public Housing Ombudsman

Louisville Metro Housing Authority

420 South Eighth Street

Louisville, KY 40203

Phone (502)569 1168 Fax (502)569 7849

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Complaint letter

Liberty Green Residents

Louisville, Kentucky 40202

09/10/2021

Lisa Osanka & Louisville Metro Housing Board of Commissioners

Re: Liberty Green Resident Council

Dear Lisa Osanka & Board of Commissioners,

Five months ago (04/09/2021), we were referred to the Louisville Metro Housing Authority's "Special Programs" director, Dan Ferrell, concerning the establishment of a Liberty Green Resident Council, here at Liberty Green Apartments. Our interest in establishing the Resident Council was to help address, solve, and work with the Liberty Green Management concerning the ongoing issues and complaints that have been made by the residents of Liberty Green for years concerning the continued parking issues, trash issues, abandoned/inoperable cars in parking lots, lighting issues, safety issues, slow maintenance repairs, landscaping, cleanliness of buildings, drug dealing on the property, handicap parking being used by non-residents with no parking placard car displayed in windows, homeless individuals sleeping in front of resident doors, doing drugs, defecating, and leaving clothes, trash, needles and other debris around on the property daily.

The Liberty Green office management has always been slow to address such issues, and have been known to ignore resident complaints, until the LMHA Director is notified by letter of such issues. It is then, and only then that the Liberty Green

management takes immediate action to correct the problems. This has been the norm for years. However, 25-30 residents decided to have resident "private" meetings to discuss the ongoing problems and present them monthly to the Liberty Green management by letter. To protect the privacy of residents and to avoid any form of retaliation from the Liberty Green management, these letters were always sent anonymously. It was then recommended by other residents during our meetings that we start a resident council, since such councils exist at other LMHA sites. We inquired about the resident council through a LMHA representative, who then referred us to Dan Ferrell.

Mr. Ferrell was contacted by phone on several occasions for updates concerning the establishment of a Liberty Green resident council, and to our surprise he offered little hope, information, and seldom even returned our calls. We found his actions to be unprofessional and negligent as the director of the LMHA "Special Programs." After months went by with no updates, at the beginning of 09/2021, we decided to contact Mr. Ferrell by phone to inform him that we, as residents, were no longer interested in forming a resident council due to the lack of contact and information provided by Mr Ferrell. Mr. Ferrell was also informed that the Liberty Green residents had decided to take a different route concerning complaints. After this voicemail was left, Mr. Ferrell sent an email to a LMHA social worker, who then contacted one of the residents of Liberty Green by phone, in regards to establishing a resident council.

The LMHA social worker was informed by phone that the Liberty Green residents were no longer interested in starting a resident council because after 5 months of waiting, we felt that Mr. Ferrell had purposely ignored our desire to start a council after

being contacted multiple times and offering little to no information. The LMHA social worker who the resident spoke with by phone apologized for the delay in responding, and informed the resident that she was contacted only "after" Mr. Ferrell was left a message the following day of residents no longer interested in starting a council after months of delays and lack of information. The LMHA social worker explained that the Liberty Green residents had a right to start a council and the decision was not left to the Liberty Green office management to approve the council. The LMHA social worker further explained that the council was approved by the LMHA Executive Director.

It is our opinion that Mr Ferrell had a conflict of interest with the Liberty Green office manager by stating that he knew her in a previous conversation. After 5 months of waiting, we, the residents of Liberty Green, lost interest in establishing a resident council due to the lack of concern, communication, and interest on behalf of Mr. Ferrell. We feel that our rights have been violated as residents and that the delay in establishing the resident council was purposely done. After Mr. Ferrell was contacted by phone on 09/2021 that residents were no longer interested, it was then he forwarded our request to start a council to a LMHA social worker, but yet Mr. Ferrell never contacted the resident again to offer any apologies or explanation concerning why it took so long for him to respond.

We wanted to bring this matter to your attention because we felt it's important that residents of any public/private housing associated with the LMHA has a right to form a resident council to address concerns that affect all residents, and for residents to be heard, have a voice in bringing changes, and making a difference in their living

environment and community. However, we also feel that Mr. Ferrell, as the LMHA director of "Special Programs" failed us in this area.

Thank you so much for reading and addressing our complaint, and it is our prayer that the residents of Liberty Green have the full support of the LMHA in addressing serious complaints and issues that are often ignored by the Liberty Green management and those who manage this particular property. It is our desire to work with the Liberty Green management to keep our living environment and community safe, well maintained, and welcoming to all residents, their guests and future tenants.

Sincerely,

Liberty Green Residents



Liberty Green Apartments

To: "loutenantsunion@gmail.com" <loutenantsunion@gmail.com>

Mon, Sep 12, 2022 at 5:12 PM

The CURRENT condition of the breezeways at 447 and 445 S. Jackson Street. Years of complaints, neglect, letters to the office, and NOTHING done. Oil spills, trash left outside of doors, dirt stains, grease stains, poor lighting, urine spots, graffiti on walls, dirty stairs,



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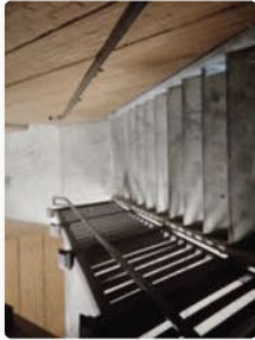
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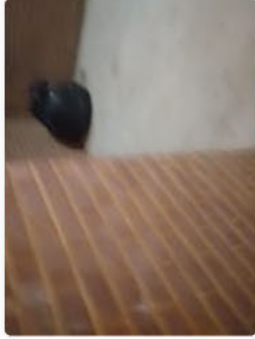
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bugs, pests, etc. Liberty Green management is HORRIBLE! Cars parked illegally in no-parking zones, blocking other cars in.

[REDACTED]

From: Jennifer McNeill
Sent: Monday, October 11, 2021 8:21 AM
To: [REDACTED]
Subject: [REDACTED] Complaint.

[REDACTED] I received your complaint/issue(s). I will send this complaint/issue to Regional Manager Kathy Strom to address.

Please provide the video and screenshot(s) regarding this complaint/issues, I will forward both to Kathy as well.

Thank you,
Jennifer McNeill
Public Housing Ombudsman
Louisville Metro Housing Authority
420 South Eighth Street
Louisville, KY 40203
Ph (502)569-1168 Fax (502)569-7849

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-----Original Message-----

From: [REDACTED] >
Sent: Monday, October 11, 2021 1:45 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: [REDACTED] Complaint.

Hello Ms. McNeill,

We spoke last week regarding the incidents that have taken place between me and my apartment Liberty Green. On Friday September 24th, 2021 I was awakened by my front door beeping that someone had entered my home. I immediately checked my cameras and saw a man inside my home taking pictures. I jumped up from bed and yelled "Who TF Is In MY House?" I then heard him yell "Maintenance". I threw on pants and ran downstairs. My front door was left slightly ajar and I opened it and asked "Who was in here taking pictures?" The pest control man said "Not me I was in there spraying" the maintenance man then smiled and drove away on his go cart. I was very upset because NO NOTICE WAS GIVEN ABOUT ANYONE ENTERING MY HOME AND TWO BECAUSE SOMEONE CAME IN TAKING PICTURES. I had important documents on my counter. I then called Liberty Green a short while later to lodge a complaint. I spoke with Ms. Maxine and told her everything from start to finish and she stated that a notice should have been mailed out to me. I stated that I had not received a notice. She said well they're not supposed to come in and take pictures. (Referring to maintenance) She said she would forward the complaint to Ms. Marshall. This phone call was nin later then 9:30am. At around 3:30pm the same day I called back again because no one had called me back. I then spoke with the receptionist and told her the whole story that I told Ms. Maxine and she put me on hold. She came back on the line to say that Ms. Marshall was in meetings all day and that she received my first message and will call me back. I Even checked the mail

after my 1st phone call to make sure I didn't miss it. There was no notice. I did not receive a notice about the pest control coming until later that day around 6pm when Mail finally ran for the day.

We move forward to Wednesday September 29th and I come home to find my blinds switched out and that my kids blind in their room has been taken down and laid across the floor. I immediately called Liberty Green again and asked to speak with Ms. Marshall but was told she was in another meeting, I expressed my frustration to the receptionist and asked why didn't I receive a notice about this? Like do I not get notices that someone was supposed to come in my house? She stated she didn't know and that she was just the receptionist. I said okay. Hung up and called my mother. I then a few minutes later received a knock on the door from maintenance and we had exchanged words (nothing of the yelling or cursing that was accused of me on the warning notice that I will be attaching along with the sound recording/video as well as the notice) He told me to call them, I did and you will be able to hear that conversation as well. (I asked did he take pictures of the upstairs and he said no. I am not sure how true that is as I do not have cameras upstairs.

3rd incident. Thursday September 30th 2021. I was asleep in my home and woke up to my camera alerts that showed that he had come into my house again without notice and fixed the blind in my kids room. As soon as saw it I called Liberty Green AGAIN. Was told the same thing that she was in a meeting and that she would call me back. I received a call from her later on that day and we had discussed the issues. She stated that she had mailed out a notice that he was coming to fix the blinds because they had an "audit" and my blinds failed that. Again NO NOTICE WAS GIVEN ABOUT ANY AUDIT OR THAT THERE WOULD BE SOMEONE COMING IN TO FIX BLINDS. She apologized and stated that they will be coming to inspect my home next week.

The next day October 1st 2021 I received a letter in the mail about a warning that I violated my lease essentially by yelling, cursing, and preventing staff from doing their jobs. I NEVER yelled at anyone or cursed out anyone. I told her that I yelled "Who The F*** is In My House" the day of the 1st incident. I reread my lease and nothing of the sort of what she stated in the warning was in there. I also received a notice that they would be coming to inspect my residence on October 13th because my whole unit was "Unclean and Unsanitary" the maintenance man NEVER inspected my whole unit when he came for pest control on September 24th 2021. I definitely take accountability that my unit was not in the cleanest condition that it usually is and immediately corrected the unit after the maintenance man came the 1st time.

What I don't understand is that how can I immediately get a notice within a day but did not get any notices regarding the maintenance man coming in to fix blinds on the 9/29/2021 and 9/30/2021. And why did it take 3 incidents and several phone calls later to address the issue? I was not happy about receiving the warning notice. Still til this day I have not received a notice about maintenance entering in my apartment for blinds on 9/29/2021 and 9/30/2021. I called to speak to someone higher up and was told to ask for Kathy Strong. When I called they stated she doesn't work in the office, I was then put on hold and then they came back- asked for my name. I was put on hold against and then asked for a message I stated that if she could please give me a call back at [REDACTED]. I did not want to disclose to them what I was calling to speak to her about in fear of retaliation. That is what took me so long to even email you about this. Fast forward to later that day Ms. Marshall immediately called back (I feel it was due to me asking to speak to her boss) and asked were we good I thought we squashed everything? I did too until I got notice about a warning. She stated that sent that out before talking to me. Why is it that you sent out a notice about something so severe and didn't call me back about the things that were concerning? And why would a notice be sent out before speaking to me and I've called 5-6 times trying to resolve the issue and I told them from the 1st incident that everything was on camera.

In the next email I will be attaching the video from 9/29/2021 which hears me and the maintenance man exchanging words. And also screenshots from the camera of the dates that he entered in my home.

Thankyou,
[REDACTED]

Sent from my iPhone

From: [REDACTED]
Sent: Tuesday, October 12, 2021 3:26 PM
To: Jennifer McNeill
Subject: RE: The last correspondence

Kathy Strom IS the person I've been emailing my complaints. So, this is no good. I want someone who's really in charge. I have mold, water running, and it smells awful. I want another apartment. And Kathy should be fired. I have a letter of my complaints about gnats, dated in November, 2020. You all have got to be kidding me! This is not good.

[REDACTED]
Sent from Yahoo Mail on Android

On Tue, Oct 5, 2021 at 10:50 AM, Jennifer McNeill
<McNeill@LMHA1.org>person wrote:

[REDACTED]
I received your emails and attachments today. I will send your complaint with attachments to Regional Manager Kathy Strom to address.

Thank you,

Jennifer McNeill

Public Housing Ombudsman

From: [REDACTED]

Sent: Tuesday, November 9, 2021 10:46 AM

To: kstrom@c-t-associates.com

Subject: Bed bug Infestation

Good Morning Kathy,

I live at [REDACTED], #30140203 in Sheppard Square. On 10/24/21 I discovered that my apartment had been infested with bed bugs. I've lived there for 2 years and never had a pest issue. I reported this problem to emergency maintenance and the rent office. They sent Black Diamond out to confirm the situation and set up an appt for treatment. Due to this infestation I HAVE LOST EVERYTHING. I HAVE NO FURNITURE HOUSE DECOR SHOES OR CLOTHES. What I was able to save are in clear plastic bags, sitting in my empty apartment. This infestation is so bad that my family had to leave the apartment. I have bites all over my thighs and legs. The kitchen is covered in bed bug eggs and cannot be utilized and I picked at least 50 eggs out of the carpet. My children and I had to go stay in a hotel room and we've been there for almost 2 weeks. I've missed 3 days of work and I'm 2 weeks behind in my school work. I'm a student at u of I and this has almost made flunk out because I'm mentally stressed out. No one from the rent office has called or checked on us, and when I call asking information as to what's going on, I'm given the run-around. I asked to be moved to a different unit and was told no because the waiting list is too long (how does that pertain to me). So now me and my kids are in a hotel room with nothing and no one is trying to help me. We need to be moved to a different unit immediately as we have no where to go. I'm paying for a hotel room out of my pocket over a situation that was not my fault. We are walking around with slides on because I had to get rid of 14 pairs of shoes. This has been a nightmare as I was just getting back on my feet, now I have to start completely over. Could you please reach out to me and let me know how this situation can be handled properly? There's no way we should have been in a hotel for 2 weeks with no communication from anyone. I've attached pictures so you can see how disgusting the apartment is. Please contact me. [REDACTED] my cell