kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 3, 2022 1:47 PM
To: Werner, James <James.Werner@louisvilleky.gov>; kstrom@c-t-associates.com
Cc: Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

James-We will handle it.

Kathy-Please review and address the email complaint below. Let me know when the issue is addressed.

From: Werner, James <James.Werner@louisvilleky.gov>
Sent: Tuesday, May 3, 2022 1:20 PM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: 405 S Jackson 201

Metro received the following complaint

Water leak in the bathroom coming from the upstairs apartment. Broken

Complaint Date Time: May 02, 2022

tiles in the kitchen and bathroom. Light bulb hanging down from the ceiling fan in the bedroom.

Hallways are not being cleaned.

Original Complaint
Metro May 2nd, 2022

Thanks,

James F. Werner

Code Enforcement Officer II

Department of Codes & Regulations

LOUISVILLE FORWARD

444 S. 5th Street

Louisville, KY 40202

502.773.2076

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To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: RE: 405 S Jackson 201

The manager is back in tomorrow and I will get an update at that time – thank you

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 9, 2022 3:37 PM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy,

Please provide an update.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Wednesday, May 4, 2022 9:17 AM
To: Jennifer McNeill <McNeill@LMHA1.org>; 'Werner, James' <James.Werner@louisvilleky.gov>
Cc: Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Thank you – we have management looking into this and will get back to you later today.

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Okay.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, May 10, 2022 11:23 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Jennifer,

As an update – manager is in contact with resident. We have to have our flooring contractor look at this one, it will be a few more days.

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 10, 2022 8:00 AM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Okay.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Monday, May 9, 2022 4:06 PM

Louisville Metro Housing Authority

420 South Eighth Street

Louisville, KY 40203

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

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From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Friday, May 13, 2022 10:17 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Update:

The tenant's kitchen tile floor was replaced on Tuesday.

The carpet has been ordered and scheduled to be installed on Tuesday, 5/17/22.

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 10, 2022 11:24 AM

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 24, 2022 11:27 AM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy,

Second Request

Please provide an update on the carpet.

From: Jennifer McNeill
Sent: Wednesday, May 18, 2022 10:11 AM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy,

Please provide an update on the carpet.

Thank you,

Jennifer McNeill

Public Housing Ombudsman

I know the hallway were addressed with the contractor but I will need to get an update on the other item from the manager –

Will get back to you -

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 24, 2022 11:35 AM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy

The complaint for this apartment was for the following, see bullets below. Has the work orders completed?

- Water leak in the bathroom coming from the upstairs apartment.
- Broken tiles in the kitchen and bathroom.
- Light bulb hanging down from the ceiling fan in the bedroom.
- Hallways are not being cleaned.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, May 24, 2022 11:30 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Completed on 5/18/22

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From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, May 24, 2022 11:45 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: RE: 405 S Jackson 201

Thanks -

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Tuesday, May 24, 2022 11:43 AM
To: kstrom@c-t-associates.com
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy,

Okay. I will follow up with you on Friday May 27, 2022.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, May 24, 2022 11:39 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Cc: 'Werner, James' <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject: RE: 405 S Jackson 201

communication is strictly prohibited If you have received this communication in error, please contact the sender by reply e mail and destroy (delete) all forms of the original message.

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, May 31, 2022 3:32 PM
To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: RE: 405 S Jackson 201

Hi Jennifer – the resident is stating that they are still outstanding?

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From Jennifer McNeill McNeill@LMHA1 org
Sent: Tuesday, May 31, 2022 3:09 PM
To k trom@c t a ociate com
Cc: Werner, James <James.Werner@louisvilleky.gov>; Greg Crum <crum@LMHA1.org>
Subject RE 405 S Jack on 201

Kathy,

The following below are still outstanding ,see bullets below. **I will follow-up with you on June 10, 2022.**

- Water leak in the bathroom coming from the upstairs apartment
- Broken tiles in the kitchen and bathroom.
- Light bulb hanging down from the ceiling fan in the bedroom

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent Tue day, May 31, 2022 8 54 AM

To: Jennifer McNeill <McNeill@LMHA1.org>
Subject: RE: 405 S Jackson 201

Jennfer, the site manager has been out with COVID, but these work orders were completed; Work order number A5944932 5/13/22

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Friday, May 27, 2022 10:18 AM
To: kstrom@c-t-associates.com
Subject: RE: 405 S Jackson 201

Hi Kathy,

Please provide an update.

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

Please read from bottom to top – resident is stating still outstanding, need an update.

Kathy Strom

The CT Group

526 Lampton Street

Louisville, KY 40203

kstrom@c-t-associates.com

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent Wedne day, June 15, 2022 1 12 PM
To: kstrom@c-t-associates.com
Cc Greg Crum crum@LMHA1 org ; Ucre ia Si trunk Si trunk@LMHA1 org
Subject: RE: 405 S Jackson 201

Kathy,

Please provide an update.

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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Work Order #: A602246

Liberty Green PH III

Resident Reques

Bldg: B-2C **Unit:** 405-201, 2F

Reported: 06/13/2022 12:04 PM
Author: [redacted]
Start: 06/13/2022 Day
Due: 06/15/2022 12:05 PM
Closed:
Household: [redacted]
Phone: [redacted]
Permission? No
Code:

Location/Ship To: [redacted] Apt. B-2C-405-201, 405 S. Jackson St., , Apt., 201, Louisville KY 40202

Comm./Co. Contact:
Contact Phone:
Contact Fax:
Vendor:
Phone:
Staff: Jimar Mccoy
Project:
Send Bill To:

COPY

Priority: High
Schedule:

Tasks

Description	Est.	Status
Repair the Leaking the Sink in the Kitchen - kitchen sink leaking underneath cabinet/ was repair last month but leaking again		Open
Repair the Window Blinds/Treatments in the Living Room - blinds were installed but keep falling down		Open

Time

Name	Start Date/Time	Hours Worked
Jimar Mccoy		

Notes

2:30 - 3:10

Inspect & check for leak in kitchen underneath sink no leaks found. Ran both sinks with water nothing

Repair right side blind in livingroom

Tenant Chargeback: ☐ $0.00 **Notes:**

Staff Signature: [signature]

Resident Signature:

Date: 6-13-22

Not Home ☐ **Date:**

06/13/2022 12:07 PM

FW: 405 S Jackson 201

kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Wed 6/15/2022 4:16 PM
To: Jennifer McNeill McNeill@LMHA1.org
Cc: Ucresia Sistrunk <Sistrunk@LMHA1.org>
See attached and below -

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

From: Robin Marshall <clarksdalepm@bellsouth.net>
Sent: Wednesday, June 15, 2022 3:16 PM
To: kstrom@c-t-associates.com
Subject: Re: 405 S Jackson 201

Hello Kathy,

The work order for complaint made on 5/2/2022 regarding leak in bathroom from upstairs unit, lightbulb hanging from ceiling fan in bedroom, tile in kitchen and bathroom cracked has been completed. The hallways has been addressed with the contractor.

There was no complaint received regarding carpet from this unit.

Tenant called in a work order A602246 on 6/13/2022, attached, regarding a leak underneath her kitchen sink and blind in the living room which was also completed on 6/13/2022.

I spoke with tenant today, 6/15/2022 @ 3pm, regarding work orders and she stated that all have been completed.

Thanks.

Robin L. Marshall
Community Manager
LIBERTY GREEN
504 E. Jefferson Street Louisville, Kentucky 40202
Phone: (502)582-8500
Fax: (502)582-8501

On Wednesday, June 15, 2022, 01:15:18 PM EDT, <kstrom@c-t-associates.com> wrote:

RE: 405 S Jackson 201

Jennifer McNeill <McNeill@LMHA1.org>
Tue 6/21/2022 10:05 AM
To: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Cc: Ucresia Sistrunk <Sistrunk@LMHA1.org>
Thank you!

Resolved June 21, 2022

From: kstrom@c-t-associates.com <kstrom@c-t-associates.com>
Sent: Tuesday, June 21, 2022 8:38 AM
To: Jennifer McNeill <McNeill@LMHA1.org>
Cc: Ucresia Sistrunk <Sistrunk@LMHA1.org>
Subject: RE: 405 S Jackson 201

Hi Jennifer -

- Water leak in the bathroom coming from the upstairs apartment. A594432 completed 5/27/22
- Broken tiles in the kitchen and bathroom. A594432 completed 5/27/22
- Light bulb hanging down from the ceiling fan in the bedroom. A594432 completed 5/27/22

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

From: Jennifer McNeill <McNeill@LMHA1.org>
Sent: Thursday, June 16, 2022 8:19 AM
To: kstrom@c-t-associates.com
Cc: Ucresia Sistrunk <Sistrunk@LMHA1.org>
Subject: RE: 405 S Jackson 201

Kathy,

The work order submitted is not for the original complaint. Please provide work order with completion dates for original complaint dated May 3, 2022, see below highlighted in yellow.

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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