



Specific Maintenance Issues to be Addressed v.2

Prepared by Common Ground and Residents



Below is a list of specific maintenance issues that need to be addressed at four properties as soon as possible within the next 4 weeks. We would like information regarding the date work was started, completed, and by whom. Residents should also receive written notice, explaining who was there and what was done, any time maintenance staff enters their unit.

Apartment	Resident	Concern(s)
WESTLAWN OAK BUILDING at 6525 W Silver Spring		
UNIT-BY-UNIT Issues (Oak Building - 6525 W Silver Spring)		
313	Kenyetta Ellis	Shower Drain, Screen Door, top plugs not working. Fix tissue holder & shower door
BECHER COURT		
UNIT-BY-UNIT Issues		
114	Jessica Milan	Heat doesn't work; toilet rumbling; infestations of roaches and mice
116	Veronica Clay	Mice from garbage room
117	Rebecca Davis	Kitchen cabinets loose so not opening and closing correctly; water, bugs, and ants from neighbor
118	Jenie Wason	Refrigerator not cold; front door lock doesn't work; sink in bathroom leaking; bathtub dripping after turned off
121	Charmia McMurtry	Cold in apartment due to draft from window; water leakage from apartment 120 across hall into kitchen; infestations of roaches mice, ants, and possibly bed bugs; issues with paint near cabinets; toilet squeaks when flushed; sink plumbing backups
123	Jalanda Moore	Heat not working; stove burners not working; door not closing properly and requires slamming to close; kitchen cabinets broken; roaches in unit
127	Teddi Minor	Hearing water in the walls; kitchen light flashes
128	John Marshall	Heat has never worked so purchased independent heater
131	Nathaniel Cuevas	Upstairs noises in early morning
213	Mildred Hudson	Infestation of ants and roaches; no heat in bathroom; no hot water
214	Ayesha Mitchell	Kitchen sink drains slow; flashing lights; window screen slit; ant infestation
219	Michael Kazee	Trash overflow



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Apartment	Resident	Concern(s)
221	Randy Rardon	Bathroom faucet loose; toilet plugs up; kitchen drawers loose; window bases broke
223	Leola Clark	Heat issues - always cold; infestations of roaches and mice; mold in kitchen storage cabinet
224	Michelle Bischoff	Toilet seat broken; plumbing issues; water leakage in closet from hole; loose cabinets; bathroom paint issues; drain flies in sink
226	Cathann Jones	Door lock not working properly; bathtub leaks water on the floor
232	Arlene Gonzalez	Bathroom vents need to be cleaned
315	Jack Ford	Kitchen drawers hanging out; kitchen lights out; bathroom sink has cigarette burns; bathroom tiles have cigarette marks; needs a new toilet seat
316	Kathleen Larragoitiy	Infestations of ants, mice, and roaches; stains in bathtub since moved in
317	Ontario Cox	Bathroom water leak causing bubbling
323	Chris Matthew	Water leak around tub caulking
416	April Teague	Screen issues; infestation of ants
429	Carmen Morocco	Stovetops work inconsistently
511	Luisa Rivera	Bathroom exhaust fan does not work
515	Rafaela Mendes	Kitchen cabinets and drawers broken; need peephole installed lower; bathtub caulking is turning yellow and clorox doesn't work; bathroom sink faucet requires too much force to open
516	Ismael Medina	Cable outlets for TV not working
519	Emilia Alvarez	Bathroom faucet issues
521	James Junior	Kitchen drain water slow; toilet plumbing issues
524	Ruth Williams	Toilet leaking at base; flooring old and stained
527	Valencia Armon	Bathroom sink draining water very slowly



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Apartment	Resident	Concern(s)
528	Bessie Harper	Heat inconsistent (bought separate heater); door and lock broken, lights in kitchen and bathroom not working; bathtub plumbing issues
529	Danette Taylor	Wall paint peeling; bathtub not draining water consistently
525	Janita Roasareo	Mice infestation
614	Marena Rivera	Small hole in wall
615	Harriette Eiland	Bedroom window screen busted; refrigerator makes odd noises; inconsistent hot water; washing machines leak on floor frequently
621	Angel Morales	No heat; cabinets lack handles
626	Kevin Roth	Stove light out
627	Brenda Payne	Stove light out; issues with blinds and lights
PROPERTY-WIDE Issues		
PROPERTY-WIDE		Unlock amenity rooms (fitness, computer, library) immediately
PROPERTY-WIDE		Purchase and provide billiard sticks / balls in the community room
PROPERTY-WIDE		Ensure garbage room clean - attracting mice
PROPERTY-WIDE		Clean carpets in hallways
PROPERTY-WIDE		Clean laundry room - floors, under machines, and walls
PROPERTY-WIDE		Replace laundry machines with commercial-grade machines - frequently break and leak
PROPERTY-WIDE		Clean exterior of windows regularly
PROPERTY-WIDE		Revamp package policy so that office accepts packages on residents' behalf for a certain window of time - packages being stolen regularly



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Apartment	Resident	Concern(s)
PROPERTY-WIDE		Hire evening security (5pm-3am) due to trespassing, drugs, and homelessness - especially in halls, laundry room, and staircases
PROPERTY-WIDE		Install additional cameras in "blind" spots of building
PROPERTY-WIDE		Ensure Public Safety and management regularly monitor cameras, and provide residents with the option to view camera feeds on their TVs
PROPERTY-WIDE		Enforce smoking 25ft away from building
PROPERTY-WIDE		Provide a list of residents (including units) who are permitted service or support dogs to the R.O. President
PROPERTY-WIDE		Provide a list of residents (including units) who speak Spanish to the R.O. President
PROPERTY-WIDE		Provide clarity on how many non-seniors were moved into the building, for what purposes, and when for each
PROPERTY-WIDE		Provide any and all documentation (i.e. contract, cooperation agreement) to the R.O. President explaining the legal and financial nature of HACM's relationship with SunStarr Real Estate Group
PROPERTY-WIDE		Investigate broiler room - it is loud and residents have concerns about chemicals/smells
LAPHAM		
UNIT-BY-UNIT Issues		
103	Robert Lewis	Roaches, mice, rats, bed bugs, trash, slow public safety
107	Theresa Tucker	Rats, carpet replacement, bed bugs
115	Linda Payne	AC/heat malfunction, drain flies
119	Charlesetta Weddle	Oven/ stove replacement
208	Willie Mae Cotton	Kitchen light replaced (for free), AC/ heat malfunction, bed bugs, roaches, rats, new fridge and stove, new cabinets, windows need replacing



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Apartment	Resident	Concern(s)
214	Emma Lawerance	Mold concerns in the living room and bathroom (bathtub), roaches, bed bugs, repaint unit, new carpet, new stove, leaking sink,
222	Leslie Holden	New stove (oven doesn't work), repaint unit
310	John S. Washington	AC/Heat malfunction, bed bugs, roaches,
316	Mr. Sonny	Bed bugs and housekeeping
319	Connie Harris	AC/ heat issues, new fridge, roaches, bed bugs
400	Michael Price	Toilet/Plumbing in the bathroom, rats
402	Willie Cole	Door busted, jams regularly, drain flies, flashing lights from smoke detectors, in the middle of the night
405	Lionel Coleman	New fridge, toilet, closet door replace, roaches, bed bugs, mice, rats
408	Nettie Moss	mice + bed bugs
414	Willie Mae Moore	AC/heat issues, stove light replacement, new stove, broken blinds, mold concerns in the living room around a window, bed bugs, roaches,
415	Delphine Jones	AC/heat issues-Filters haven't been changed in a while
503	Tobias Miscevic	AC/ heat issues, roaches, bed bugs, drain flies, trash chutes clogged constantly
614	Charlene Garrett	Fridge replacement, bathroom plumbing needs attention, wheelchair accessible unit needed, bed bugs, faulty cameras
700	Mary Lynn Sills	AC/Heat issues, Stove replacement
703	Chester Cole	The toilet needs replacing , the window is jammed, apartment needs to be repainted
704	Rae Roberts-Areilano	Flashing lights, bed bugs, drain flies
715	Allen B. James	AC/heat issues
717	Carolyn Lett	Mold concerns in the living room and bathroom, roaches, mice, rats, bed bugs, drain flies, ants



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Apartment	Resident	Concern(s)
720	Vanessa McKee	AC/Heat malfunction, bed bugs, roaches,
726	Carlos Scaggs	AC/Heat malfunction, cabinet replacement, repaint unit, roaches, door replacement
816	Walter Lawrence	AC/heat issues, holes in wall, paint unit, blinds replaced, roaches, bed bugs, black mold in bathroom, rats
825	JoAnn Bentley	Roaches, mice, rats
PROPERTY-WIDE Issues		
PROPERTY-WIDE		Provide a security guard 5 pm - 5 am daily. There is serious crime happening in the building. Non-residents are sleeping in public areas of the building.
PROPERTY-WIDE		Resident Organization needs access to the intercom system to announce food distribution and other programs/services for residents as well as R.O. meetings and events.
PROPERTY-WIDE		There is a serious problem in and around the building with rats, mice, bed bugs, roaches. A comprehensive and proactive approach is needed. An outside pest control company and bed bug extermination prep company need to be hired.
PROPERTY-WIDE		Replace carpet in lobby and halls on every floor, with hard surface floors
PROPERTY-WIDE		Improve trash collection. Outdoor trash is often overflowing. Need more recpticles or more frequent pick ups. Need way to recycle boxes so that people don't have to put them in the trashchute.
PROPERTY-WIDE		Return furniture for all the common areas on each floor. Reopen common areas on the lower level and return furniture.
PROPERTY-WIDE		Replace west patio gate.
PROPERTY-WIDE		Test the water for lead.
PROPERTY-WIDE		Umbrellas or shade for the rear patios.
PROPERTY-WIDE		Proactive elevator inspections and maintenance to prevent elevator breakdowns.



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Apartment	Resident	Concern(s)
PROPERTY-WIDE		Residents need access to management to get questions answered and concerns address. Current "appointment only" system does not work.