



Specific Maintenance Issues to be Addressed v.1

Prepared by Common Ground



Below is a list of specific maintenance issues reported by residents across five properties. Residents chose to report together to minimize retaliation and because when they report individually, little to nothing gets done. This is a starting point and a test for HACM management: to demonstrate that you are serious about resident concerns and negotiating with us, will you address all these issues before March 26th? If so, we will expect to see 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	Maintenance Issue(s)
WESTLAWN OAK BUILDING at 6525 W Silver Spring	
UNIT-BY-UNIT Issues (Oak Building - 6525 W Silver Spring)	
205	Stove issues
208	Garbage room mess (2nd floor)
214	Cold air through widows, patio, and front door; garbage
216	Rain through patio doors
211	Bullet hole in window
317	Need asthma filter for vents and childsafes for doors
107	Roaches; mice in storage room
113	Roaches; mice (esp. in storage room)
117	Roaches
118	Roaches
108	Back patio door broken, mice
110	Cold air through doors and windows; mice from back door
PROPERTY-WIDE Issues (Oak Building - 6525 W Silver Spring)	
PROPERTY-WIDE	Cold air and rain coming in around windows in front common area (1st floor)
PROPERTY-WIDE	Replace TVs in common area (1st floor)
PROPERTY-WIDE	Childsafe locks for apartment doors throughout Westlawn



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Apartment	Maintenance Issue(s)
PROPERTY-WIDE	Back door latch broken
PROPERTY-WIDE	Remotes for TVs in all common areas
PROPERTY-WIDE	Roaches and mice in storage room (1st and 2nd floor)
PROPERTY-WIDE	Snow removal
PROPERTY-WIDE	Residents need access to exercise room, library, computer, pool room and community room that are located in a different building
WESTLAWN VICTORY MANOR	
PROPERTY-WIDE Issues (VICTORY MANOR)	
PROPERTY-WIDE	Hire an outside HVAC contractor to replace or repair the HVAC system for the whole building. The cooling tower is at the wrong height. There may be other system-level issues that need to be addressed.
LINCOLN COURT	
UNIT-BY-UNIT Issues	
202	Stove, blinds, roaches, bed bugs
303	Blinds, windows not locking and sealing properly
310	Water leakage in bathroom over tub
408	AC/heating, stove, oven, doors
504	Cabinet hinges are loose, roaches



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Apartment	Maintenance Issue(s)
507	AC/heating, bathtub, blinds, roaches
510	Bathroom sink, bathtub, roaches
601	Sink, bathtub, roaches, blinds, hole in bathroom wall
603	Black mold, bed bugs
604	Windows don't open, waiting on blinds for 2 years, cabinets, roaches, bed bugs
610	Roaches, water leakage in the bathroom, AC/heating, stove, holes in the wall, 504 disability accommodations
705	Toilet plumbing, roaches, bed bugs
803	Roaches, bed bugs, fridge, water leakage in bedroom
805	Sink, holes in the wall
901	Oven knobs miscalculate temperature, large hole undersink unfinished
908	Roaches, bed bugs, AC/heating, fridge, stove, oven, sink, bathtub, black mold, lights, cabinets, holes in the wall, paint, blinds, 504 disability accommodations
1003	Blinds
1009	Blinds, roaches
1010	Cabinets, peeling paint in bathroom
1101	Roaches, bathroom mirror
1105	Black mold in bathroom for 2 years, stove, 504 disability accommodations
1107	Blinds, door locks break



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Apartment	Maintenance Issue(s)
1110	Wind coming through windows
PROPERTY-WIDE Issues	
PROPERTY-WIDE	Fix the building cameras (many do not work) and display the feeds on residents' TV screens as done historically.
PROPERTY-WIDE	Replace the four washing and drying machines with commercial-grade washers and dryers.
PROPERTY-WIDE	Repair the downstairs men's restroom, which is out of service.
PROPERTY-WIDE	Install more lighting at the entrances/exits and in the parking lot.
PROPERTY-WIDE	Properly clear snow and ice along the building's outside pathways.
PROPERTY-WIDE	Repair the back door, which has a large crack.
PROPERTY-WIDE	Prohibit parking outside of designated spaces. Management and maintenance frequently park on the patio and sidewalk, restricting access.
PROPERTY-WIDE	Remove the recently-installed back gate locking the rear entrance to the stairs and elevator. The gate is not handicap accessible (requires manual key) so disabled people and movers cannot get in and out easily, if at all.
PROPERTY-WIDE	Fix the metal stripping and hole between the concrete and tiling at the front entrance. People with wheelchairs and walkers are getting their wheels stuck, and dogs are cutting their paws on it.
PROPERTY-WIDE	Spray the common areas (including common room, TV room, kitchen, and laundry room) on a regular basis. Residents recently found several cockroaches.
PROPERTY-WIDE	Replace the 3 communal computers and 1 printer, along with supplies like paper and ink for both.



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Apartment	Maintenance Issue(s)
MITCHELL COURT	
UNIT-BY-UNIT Issues	
201	AC/heating, door, windows
203	Water leakage, lights in kitchen, mice, roaches (they always return after fumigation)
204	Blinds
206	Old fridge often leaks, paint, old window shades (has requested new for long time)
304	Mice, fridge, bathtub, black mold in bathroom, lights, holes in wall, paint, windows, blinds, roaches, bed bugs
305	Cabinets, paint, roaches, mice, bed bugs
307	Lights, paint, bathtub
309	Oven, roaches
410	Sinks
501	Black mold, lights, roaches
505	Black mold around the bathtub
606	Bedroom light stuck shut so cannot change bulb, living room windows, kitchen towel rack broken off wall
701	Light over kitchen sink (3-4 repair attempts haven't worked—maintenance leaves with it on but once turned off it stays off), blinds
702	Mice



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Apartment	Maintenance Issue(s)
703	Roaches, mice, 504 disability accommodations
707	Doors, toilet, blinds, roaches
803	Kitchen sink faucet, windows need washing, AC/heating, fridge, stove, oven, painting on door, toilet, bathtub, lights, cabinets, shades
808	Paint, mice
908	Holes in wall, blinds, roaches, mice
909	Baseboards stripped off before 2017, bed bugs, windows, blinds, mice
1004	Kitchen sink clogs often, paint, has waited 2 years for bedroom, roaches, mice
1005	Mice, bed bugs, oven, sink, lights, paint, blinds
1007	Mice
1104	Mice, oven light out, AC/heating, rats
PROPERTY-WIDE	Examine and repair the elevators. They frequently do not work or have issues.
PROPERTY-WIDE	Install more lighting. The building entrances/exits and parking lot are dark.
PROPERTY-WIDE	Replace the four washing and drying machines to commercial-grade washers and dryers.
PROPERTY-WIDE	Unlock the staff-only bathroom to all residents and repair the single open restroom.
PROPERTY-WIDE	Fix the building cameras (many do not work) and display the feeds on residents' television screens as done historically.
PROPERTY-WIDE	Unlock the kitchen so all residents can access it with keycard.



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Apartment	Maintenance Issue(s)
PROPERTY-WIDE	Replace the communal computers and printer, along with supplies for both.
SOUTHLAWN (note: this information was collected during the end of 2022 and may be out of date)	
UNIT-BY-UNIT Issues	
2125 W Ohio Ave	Windows, floors, paint, water leakage
2233 W Ohio Ave	Mud, paint
2205 W Ohio Ave	Floors, paint
2313 W Ohio Ave	Black mold, paint
2327 W Ohio Ave	Broken cabinets, paint, gas in basement
2234 W Sunbury Ct	Borken windows, appliance issues, broken cabinets, floors, paint, blinds
3314 S 22nd St	Blinds, doors, windows, floors, water leakage, paint
3320 S 22nd St	Blinds, water leakage, black mold, floors
3324 S 22nd St	Blinds, doors, windows, water leakage
3334 S 22nd St	Broken appliances
3342 S 22nd St	Water leakage, plumbing, black mold
3367 S 22nd St	Blinds, doors, windows, broken appliances, cabinets, floors, bugs and mice, black mold, paint
3415 S 23rd St	Broken cabinets, shower knob



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Apartment	Maintenance Issue(s)
3347 S 24th St	Bugs and mice, black mold, mud
3418 S 25th St	Windows, floors, black mold, paint
2400 W Holt Ave	Blinds, basement water leakage, black mold, needs water spiget
2402 W Holt Ave	Blinds, doors, windows, broken appliances, cabinets, bugs and mice, black mold, paint, porch
2404 W Holt Ave	Blinds, doors, windows, broken appliances, cabinets, water leakage
2426 W Holt Ave	Windows, broken cabinets, floors, black mold
2429 W Holt Ave	Blinds, windows, floors, black mold in bathroom, paint
2222 W Verona Ct	Doors, windows, black mold in living room hallway, blinds, bathroom cabinets, floors, broken sockets, holds in kitchen walls going on 3 years, basement windows, bathroom sink
2224 W Verona Ct	Back porch
2226 W Verona Ct	Doors, black mold, floors, kitchen ventilator leaking oil, mice, porch bannister
2237 W Verona Ct	Paint
2300 W Verona Ct	Doors, windows, cabinets, has requested but not received stove for over 2 years
2305 W Verona Ct	Floors, mice, doorbell, kitchen ceiling
2324 W Verona Ct	Floors, water leakage, black mold, paint
3450 W Verona Ct	Water flooding, back porch, gutter needs to be cleaned
2220 W Morgan Ave	Blinds, window latches don't work, broken appliances, needs new locks, paint
2222 W Morgan Ave	Blinds, windows slide down, water leakage



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Apartment	Maintenance Issue(s)
2302 W Morgan Ave	Water leakage
2428 W Morgan Ave	Floors, water leakage
PROPERTY-WIDE Issues	
PROPERTY-WIDE	Install new lights in front and back porches at more than 150 properties. It is dark at night, attracting crime.
PROPERTY-WIDE	Ensure high-quality lawn care and snow removal. The lawn care contractors frequently ruin lawns and gardens, or leave large chunks untouched. The snow removal contractors frequently fail to remove ice and snow from sidewalks and staircases.
PROPERTY-WIDE	Clean the gutters of all apartment buildings.
PROPERTY-WIDE	Install cameras throughout the complex. Theft (e.g. catalytic converters), vandalism, and shootings are frequent.