

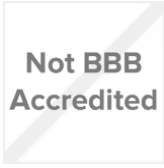


Better Business Bureau®

Complaints

Berrada Properties Management, Inc.

Apartments



[View Business profile](#)

⚠ CURRENT ALERTS FOR THIS BUSINESS

Pattern of Complaint:

On 1/10/22, BBB sent Berrada Properties Management Inc. a letter for a detected Pattern of Complaints. These complaints pertain to consumers alleging unsanitary conditions in rented units, safety issues, and lack of communication from Berrada Properties Management.

On 2/14/22, Berrada Properties responded to this letter, stating that they work hard to resolve tenant issues and complaints in a timely manner. They also stated that as many of the buildings that they manage are older, they may be in disrepair with a large backlog of deferred maintenance. They state they have a large staff that responds to requests for service and repair, and most issues are responded to and resolved within a day or two.

Complaints Summary

Business's Response Rate:

56%

25 total complaints in the last 3 years.

7 complaints closed in the last 12 months.

Need to file a complaint?

BBB is here to help. We'll guide you through the process.

[File a Complaint](#)

Complaint Details

Note that complaint text that is displayed might not represent all complaints filed with BBB. [See details.](#)

Complaint Type:

Billing/Collection Issues

Status:

Unanswered



Initial Complaint

11/21/2022

I pay my rent on the 20th of every month which means if I pay my rent on 20 November it is actually for 01 December. ***** properties has been charging me late fees because they seen that my rent is *** on 716. They charge me \$150 with \$50 of that was for late fees and \$60.00 for rent on November 20, 2022. I paid the rental properties \$795. I had an \$800 credit which \$65 was taken from Net which leave me a balance of \$735 I asked Berrada properties why are you charging me the \$50 late fee when you deduct that \$50 from my November payment and my \$800 credit now they sending me a letter stating that I was late for my Septembers rent and now they want to charge me another \$50 late fee when you go to pay your rent you pay them in full. What if you have a late fee of \$50 they take that \$50 out of your full payment rent would put you back into a \$50 late fee, they monopolizing the rental market. I showed him all my paperwork. I got a read out of all my payments since Ive been here and on my rent is up to date so I do not understand why Im constantly getting these leads be put toward my account seems to me that hes being unduly and rich because if he can charge me from the first to the field, \$50 and then charge me from the fifth to the 10th another \$50 and then charge me from the fifth to the 20th is another \$50 so for rental properties being unduly and rich by the rental practices. Thank you so much

Complaint Type:

Problems with Product/Service

Status:

Unanswered



Initial Complaint

09/28/2022

Ive called this rental company a thousand times in regards to the heat needing to be cut on as they control it. I havent gotten anywhere it is currently September 28,2022 at **** am the temperature currently in ***** ** is 50 degrees the temperature currently in the apartment building is 63 degrees it is cold in here and there are also small children as well. I was also told that next Friday it will be 83 degrees when it fact it will not be my weather app on my I phone says Friday October 7th the supposed temperature is going to be 63 degrees. Telling me that the heat will be cut on second week of October is torture. As I pay for the heat to be included and I cant call to ask to get the heat on.. shame on them. I can be reached at

***** thank you Ps. I have attached pictures of the thermostats currently and a screen shot of the temperature in ***** ** currently Best regards *****

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

09/21/2022

I rented from this company after falling on hard times. They promised a up to date clean living environment for an affordable price. This company is giving me run around about a mailbox key that was never given to me. They have neglected the pest issue after emails and phone calls. The lighting and wiring are together so when the hallway lights go out there is no hot water. I have made numerous complaints to the cities building inspector in which they aren't of much help. Do NOT rent from Berrada Properties or affiliates. You will be very disappointed in the service.

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

08/05/2022

I dont always check my mail on time so when I did on 08/02/2022 I have a notice to vacate in 28 days from 07/27/2022 stating I had to have the keys turned in and be completely moved out by 09/01/2022. I am not behind on or ever went a full month without paying rent and have been waiting to pay now because I was under the impression I received the notice because I wasnt aware about a new rent increase package I never received the notice and I couldnt get through on the phone left voicemails and even a lady I talked to that worked there said that she was going to ask them if it was okay that I get the rent increase package since she can see that I never received one on 08/05/2022 I received a email back after multiple attempts of trying to contact someone to see what I should be prepared to do and they basically told me Im not getting a rent increase package until next month and I received a notice so be out of the apartment by 09/01/2022 & have the keys turned in I replied with why would I need it if I have to move out that didnt make any sense to me how they can just throw someone out like that and not communicate properly about it either I have children and now I have no where to go and its hard looking for houses now a days with everything thats going on

Complaint Type:

Problems with Product/Service

Status:

Resolved

**Initial Complaint**

07/02/2022

I was required to advise Berrada Properties of my intentions of leaving the property or sign a new lease with a new, higher rent, by/before 6/24/2022. I sent the new lease, signed and stating I agreed with the new rent, by email, on 6/21 to Berrada Properties. I received an email the same day 6/21/22 from them that the new lease was received fine. Then on 6/28 I received a Vacante Note saying because I didn't inform of my intentions, my last day as tenant will be 7/31/22 and that I have to vacate the unit. I left messages (they don't answer the phone call) and also, I sent email to the office but no answer. I have never failed to pay rent; in fact, they receive my rent by direct deposit from my bank account. I don't understand what is happening here. I would like to have an answer. Thank you for your time.

**Business response**

08/02/2022

Thank you for your email.

I received an answer from Berrada Properties that they in deed received my lease, signed, before 6/24. According to them, those letters of vacant were sent to me by mistake and that I can disregard them.

Thank you.

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

06/08/2022

I provided a deposit for the current Apt I live in on 2/9/22 with the intentions to move in on 4/1/22. The company does not do walk through prior/on the day you move in with an employee. I moved in on 4/1/22 with no bedroom doors or bathroom door. I have been in contact with my agent, left numerous of voicemails with maintenance and the company- no resolution. Due to my work schedule and being 9 months pregnant, I have yet to have time to go to their office. No one has attempted to call me back from the office. The agent is keep stating he has to follow up with his contractors. As of last week Friday when we last spoke, no follow up and no doors!

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

03/04/2022

I am being stalked and harassed by my upstairs neighbors. This abuse has been going since October of last year. The neighbors have sent people to my home, they vandalized my car, I've been spit on twice. Every night I come home from work with my 2 year old. I come home to deliberate stomping from all hours of the day and night consciously and randomly until the next day when I leave out again. I called the police numerous of times. Police have been dispatched out to the premises... still no resolution. I have been in contact with the landlord since the beginning of this ordeal. They lie and tell me they will resolve the issue they won't. They refuse to allow me to relocate as well. I am single mom who is a student. I shouldn't have to go through this. I need help. I don't know what else to do. This is dangerous and an unhealthy environment for my little one and me. I really want something done about this.

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

12/14/2021

I currently Rent from Berrada properties and I have left several complaints on how I fear for my safety and the safety of my children because people are able to get into the apartment building that dont live there! I have walked outside my apartment several times and seen drug addicts smoking crack in the hallways!!! Also my heat was off for 3 days and I have a 8 month old baby I called and left emails and voicemails and it took them 4 days to come and fix my heat and it was freezing outside!!! I have also been complaining about bed bugs and they have yet to send someone out!!!! I keep asking them about a transfer and every time I get the run around!!!! I should be able to feel safe in my apartment I should feel like my concerns matter and I have not been feeling like that!!! He wont deal with my concerns but if I didnt pay my rent on time he would send me a 5 day eviction notice!!! This landlord has to be stopped!!!!

Complaint Type:

Problems with Product/Service

Status:

Unanswered

**Initial Complaint**

11/05/2021

Contacted property numerous times within 2 weeks by phone, emails and left messages. Person said to be ***** stated she emailed billing manager. I got no follow up call or email for a week. I spoke to the billing manager on November 2nd who stated she was on vacation, seen that ***** emailed her but had been busy catching up but would email me November 3rd, a statement of the CLAIMED balance of monies from 2017. I haven't received the statement as of today November 5th. I called AGAIN spoke to a guy who stated he was a billing associate. Explained to him AGAIN what my call was in regards to. He told me to hold on and I got transferred AGAIN to VM of the billing manager. I need the statement of CLAIMED BALANCE DUE to start necessary proceedings ASAP.

Complaint Type:

Problems with Product/Service

Status:

Answered



Initial Complaint

10/25/2021

When I moved in this property ***** Apartment 1. I was told by berrada properties that everything would be fixed by ***** an employee with the company. Two weeks after moving in I noticed the mold stain coming through the wall I called and I was told that someone will come out no one ever came I also called again about it and was told to hold on then they hung up the phone. The employees with the company are very rude I've asked tenants in this building have they ever had issues with maintenance and I was told that they have and maintenance never comes out to fix anything I have asthma diabetes and other health issues my main concern is if this is black mold what am I to do I also stated that it's a possibility that this could be black mold I was told by one of the employees there in the company that's not their fault they would get to me whenever they can I had to pay someone twice to come clean the carpet my walls or anything have not been paying it the carpet has not been replaced it was ripped and torn the latch on the window has not been fixed I have to put a stick in the window so no one can get in the window while we sleep I just want to feel protected in a place that I rent from and pay my rent on time. I also stated that I was going to contact the Better Business Bureau and was told do what you got to do it doesn't matter to us it wouldn't be the first please I'm begging for help



Business response

11/18/2021

BBB COMMENT BY STAFF SKW:

We will make a call to the consumer

[Next >](#)

*Some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business. ↩

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Contact Information

 PO Box 241191
Milwaukee, WI 53224-9028

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 [\(262\) 236-0368](tel:(262)236-0368)

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