

Resident Testimonies/Experiences

1. Children cannot utilize playground areas without **their** parent/guardian present. (Rule 11 states supervision at all times and does not specifically identify the parent/guardian. Rule 48 states tenants are responsible for their household members and guests, and for any damages.)
2. **NO COMMUNICATION**
3. 10 day notices issued at an alarming rate.
 - *A resident was issued a 10 day notice because her boys took out the garbage and accidentally dropped a piece of paper. A simple conversation would have sufficed.
 - *10 yr olds know what a 10 day notice is.
4. No conversations between residents and management before notices are issued.
5. Notices issued as disciplinary measure.
6. Reports that the maintenance worker is spying and issuing 10 day notices to residents.
 - *Does the maintenance worker have the authority to issue 10 day notices?
7. Residents are not informed in a timely manner if their rent has increased/decreased resulting in repayment or incorrect rent dues.
 - *There is currently a resident that has been paying more than what she is supposed to since September.
 - *Multiple residents owe back payment due to lack of timely communication sometimes up to 6 months.
8. **Residents threatened to sign contracts or face immediate eviction.**
9. Constant spying.
 - *A resident stated that the property manager walked to her residence and informed the resident that the manager "saw everything on camera." She was socializing with a guest.
 - *Is it legal to have cameras pointed at residents' homes/doors?
 - *What are operating hours for the property manager to be present?
 - *Inappropriate comment "I saw a man go into your apt."
10. Management claiming visitors are living with residents creating confrontation.
11. Repeated inappropriate interrogation and conversations.
 - *A resident stated she was asked "what man do you have in your house?"
 - *Approaching teens and demanding that they leave if they do not live here.
 - *Inappropriate comment was made to resident stating "smells like marijuana."
12. Visitors harassed/monitored by management.
 - *Management inappropriately visiting residents' homes/property when they have guests.
13. **POLICE called on visitors instead of effective communication.**
14. Walking into people's units w/o 24 hour notice.
15. More visitors parking needed.
16. Demanding people remove their property when they inspect living quarters.
17. Resident reporting no check off lists was made available to them when moving in.
18. Towing fees added to monthly rental fee during inclement weather.
19. Lack of culturally competent services such as translation when providing notices, announcements, information, etc.
20. Disruption to community center programming due to hostile relationship between residents and management.
21. Directed the ice cream truck to stop coming because **"people cannot afford it."**
22. Residents billed for normal wear and tear repairs.
23. Residents billed for natural causes and disasters.

Resident Testimonial
Incident Date: 5/24/19

On the day of 5/24/2019, a visitor came to Kennedy Heights to visit his ill son, whose mother is a resident. Without a proper conversation, he was immediately approached and aggressively directed by the property manager to leave the premise due to 'loud music' and 'speeding'. There were several witnesses that stated he did not violate any of the rules that he was accused of. The mother attempted to de-escalate the situation by trying to explain the nature of his visit to no avail eventually resulting in her persuading him to leave in order to avoid further conflict; however, the property manager took action by calling the police and would not let him leave the premise by standing in front of his vehicle. After speaking with the police the visitor did not receive any tickets for speeding, but was told to leave the premise as the property manager demanded he be removed. The mother was on her way to get food for her sick son, but was unable to leave because of the situation. She is now fearful that she will receive a 10 day notice from management and that her son's father will no longer be allowed on the property.