



201 SEP 27 P 2 15

Honokowai Kauhale Apartments
Management Compliance Review

September 22, 2011

Part 1

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Number of tenant interviews	Monday 20	Tuesday 28	Wednesday 6			
Length of tenancy:	< 1 year 5	1 - 2 yrs 2	2 - 3 yrs 3	3 - 5 yrs 5	5 - 10 yrs 10	> 10 yrs 28
Plan to renew?	Yes 43	No 6	Unsure 2			
1. Last unit inspection:	0 - 3 mos 14	4 - 6 mos 14	7 - 9 mos 3	10 - 12 mos 17	> 12 mos	
Repairs needed:	Yes 21	No 22				
How long until done?	< 1 wk 15	7 - 30 days	over 30 days	never done 6		
Satisfied with repairs?	Yes 15	No 6				
2. Last time reported a repair needed:	last 30 days 6	1 - 6 mos 15	6 - 12 mos 6	> 12 mos 14	never 7	
How long until done?	< 1 wk 29	7 - 30 days	over 30 days	never done 7		

Satisfied with repairs?	Yes 28	No 8				
3. Ever lodged a complaint?	Yes 8	No 42				
Management responsive?	Yes 4	No 4				
Satisfied with response?	Yes 2	No 6				
4. Tenants happy with way property run?	Yes 16	No 21	Don't know 12			
5. Personally happy with management?	Yes 35	No 16				
6. Treated fairly by mgt?	Yes 42	No 12				
7. Satisfied with living conditions?	Yes 38	No 12				
8. Repairs needed now?	Yes 21	No 28				
9. Allowed monitor to inspect.	Yes 19	No 35				

SURVEY SUMMARY AND RECOMMENDATIONS

1. Tenant interviews

During the three days spent on site (9/12/11 through 9/14/11) the Interviewer spoke personally with 54 tenant households. An additional 9 Survey forms were completed (in part) based on emails received. It is possible that 2 of the email letters were submitted by individuals who are also employees at the property as first names (which are a bit unusual) agree with first names of tenants on the rent roll provided by management. As Interviewer asked only for first names of employees she cannot say that for certain however. As the emails were not face-to-face interviews they are not reflected in the attached summary spreadsheet.

Tenants interviewed were asked eight questions and then asked if the interviewer could do a quick unit inspection walkthrough. Please note that not all tenants answered all questions accounting for totals on the included spreadsheet not always equaling 54.

A. When was your unit last inspected by management?

It is clear that management is conducting annual unit inspections as required. One tenant did note however that the inspection done on that unit was minimal, that smoke detectors weren't even tested.

B. When was the last time you contacted the office about a needed repair?

Timeframes to this question varied from as soon as last week to having never called. However several tenants who have called in the past year found out that management has changed policy so that tenants are charged both for parts and labor when repairs are conducted.

[REDACTED] That was repair of a garbage disposal, something that typically would be caused by tenant action.

C. Have you ever lodged a complaint with management or any other authorities?

While not very many tenants answered this question yes those who did were split in regards to whether or not they felt management was responsive. While four tenants stated that management was responsive only two of those four were happy with the response. Two of the tenants who felt management was unresponsive noted that the Resident Manager told them she couldn't do anything in regards to their issue. One of these tenants had complained about a downstairs neighbor and was told that if the Manager spoke with the other tenant he'd know that it was the complaining tenant who called about him. Another just never heard back so doesn't know if her complaint was ever dealt with.

D. In your opinion how do tenants feel about the way management runs the property?

Sixteen tenants interviewed thought that those tenants they knew were happy with the management team, twenty-one households felt that their neighbors did not like the way the property is being run. The remaining tenants interviewed either had no friends on site or hadn't heard anything either way.

E. How do you personally feel about management in general?

Answers to this went two ways - either tenants are very happy or they are very unhappy. Many tenants reported having no problems with manager or maintenance staff. They reported they totally trust the maintenance staff people and that the Resident Manager does great things and is very responsive to them.

However, sixteen tenant households stated during interview that they were dissatisfied in some manner with management. Many of those tenants indicated they felt intimidated by management or were afraid of management or maintenance for some reason. Sixteen equals roughly thirty percent of those interviewed so not a small percentage of tenants dissatisfied. Two tenants informed the Interviewer that they were told to be careful what they said to her as there could be problems created for tenants.

[REDACTED]

F. Do you feel you've been treated fairly by management and maintenance personnel?

Twelve resident households feel that they have been unfairly treated by management. Several tenants interviewed noted that in their opinion management does not uniformly enforce the rules on all tenants. Two examples given by tenants: One, car repairs. A few tenants brought it up that when they performed minor repairs on their cars they were informed it wasn't allowed yet they have witnessed other tenants working on cars without being told they couldn't. Two, satellite dishes. One tenant had a satellite dish in his living room because he was told he couldn't have it outside yet others have them. The Interviewer took three pictures of satellite dishes outside of units during her tour of the property.

G. How would you describe your living conditions at this property? (NOTE: this is how the question was put to tenants; the spreadsheet states it a bit differently asking if tenants are satisfied with their living conditions)

Thirty-eight tenants answered they were generally happy living at Honokowai Kauhale. Some of those tenants were ones who had answered negatively to other questions asked. Many of the tenants that indicated they were unhappy with the living conditions stated that their unhappiness stemmed from the overall physical condition of the property and was not directly due to the management staff. There were a few however who did say they were looking at moving due to management.

H. Do you have any repair needs at this time?

Most tenants answered no to this question. Several who noted there were repairs needed stated they would not be reporting those needs because they would have to pay for the repairs.

[REDACTED]

OBSERVATIONS/CONCLUSIONS BY INTERVIEWER

Many tenants have nothing but good things to say about the Resident Manager.

[REDACTED]

[REDACTED] the Interviewer was informed by the Manager that children must be indoors when the lights come on at night. [REDACTED] one tenant reported being transferred to a particular unit so that the family could be close to other families with the same ethnicity. [REDACTED]

[REDACTED] There are multiple one bedroom and two bedroom / one bath units available.

No one interviewed indicated they were happy with the overall condition of the property. Tenants may have noted they were satisfied with their living conditions but none thought of the property as attractive. [REDACTED] Roofs are still needed on some buildings, all buildings need new siding, trees must be professionally trimmed, windows need cleaning on second floor units, the laundry facilities need new machines, and sidewalks need repair to eliminate sudden level changes [REDACTED]

[REDACTED] There is a CD included with this report with property condition pictures. [REDACTED]

Management does have control over certain items. [REDACTED]

[REDACTED] Machines are out of order and according to tenants have been out of order for months. [REDACTED]

[REDACTED] This Interviewer writes up the overhanging trees, debris on roofs, and plants growing in gutters on an annual basis during annual inspections. While the Interviewer was on site all five of the maintenance crew were working on grass trimming -- for three days. [REDACTED]

While the vast majority of tenants noted that their repairs were completed in a timely and satisfactory manner, [REDACTED]

[REDACTED] tenants reported that they have not had repairs completed since he left. Some of those who have stated that, in their opinion, the current staff doesn't know what they are doing, that they have to return repeatedly to complete a repair right. Tenants are also very unhappy with a change in policy instituted about a year ago. Tenants are now charged for parts and labor when repairs are done. While Ms. Faleafine stated during her interview that this happens only when there is tenant damage, tenants have stated otherwise. Per some of the tenants, they are charged for repairs to screens that rip but are 20 years old. [REDACTED] told the Interviewer that tenants are only charged for screens when it has been less than two years since the last repair. Some tenants stated during interviews that they no longer report repair needs because they will be charged. [REDACTED]

DISCUSSIONS WITH NON-RESIDENTS

1. Applicant

Spoke with the daughter of a tenant [REDACTED] who is also an applicant to the property. She applied for a one bedroom unit a couple weeks ago and said that she has not heard anything. Applicant stated that the Resident Manager made applicant's boyfriend and co-tenant feel very unwelcome.

I checked the Wait List – according to that document there were two attempts made to reach the applicant that were unsuccessful and the application was cancelled.

2. Applicant

Spoke with the daughter of a tenant [REDACTED] who is/was also an applicant to the property. This individual first applied in 2005 for a two bedroom unit. She was told at the time it wouldn't be too long a wait but still hasn't moved in. When applicant checked with the Resident Manager at one point she was told she had been moved to the 1 bedroom list and removed from the 2 bedroom list because the household consisted of only applicant and her husband.

She was told she was 86th on the list, later told 69, then 45, then in late 2007 or early 2008 was told she was 19th. Last year she called again to check her status and was told her name came up in 2009 and the applicant was cancelled because she didn't respond to a letter that was sent. Applicant states she'd moved since 2007/2008 update but is on site frequently. She feels Resident Manager could have approached her at her mother's unit. Applicant is uncomfortable with re-applying again, she doesn't trust the Resident Manager to keep information confidential.

Resident Manager has told applicant that she visits too much. Tenant (applicant's mother) works long hours, applicant babysits child in unit. She does stay over at times but she has her own address, she is not an illegal tenant.

Applicant says Resident Manager doesn't like her and is rude to her. Tenant in unit requested applicant's family be allowed to move-in and was told no, that no extended families could be accommodated – current household size in unit is 2 and it's a 2 BR unit. Tenant's intention was to move daughter and family in and then request a 3 BR. Applicant says Resident Manager told tenant that she'd have to move out completely and then re-apply for a 3 BR unit, going on wait list (see interview with tenant for [REDACTED] comments are the same).

Applicant stated that the tenant moved to unit [REDACTED] due to flooding in her previous unit [REDACTED] no move-in inspection was done with tenant, supposedly the Resident Manager did it. Applicant asked to do an inspection form on behalf of tenant and was told that because she was not the tenant she couldn't. Applicant states tenant won't approach manager about it, she's afraid to start anything.

3. Former tenant and current applicant (applying to move in to property again)

According to this individual, [REDACTED] an awesome person and landlord. She goes above and beyond what she is required to do to help tenants.

4. Acquaintance

[REDACTED] is a hard working, patient and sincere person. She will always do for others first before her own.

5. Former tenant and former applicant

Previously lived at property for 10 years, moved out to provide support to daughter. Reapplied but was told a few weeks later that the rent had increased to \$1,200 p/m. Cancelled application due to rent amount.

6. Former applicant

Individual had been on wait list for multiple years. During that time she received follow up phone calls letting her know units were not available and also when units were coming available. Then she received a call to offer her an apartment but was told rent had increased to \$1,200. Declined and cancelled application due to rent amount.

7. Neighbor (Don't see on rent list so presuming this from email)

Dumbfounded that anyone would question character of [REDACTED] has exceeded all expectations of a property manager as well as a neighbor. She is a person who conducts a family based character, a good and welcoming personality, as well as performs fairness and professionalism to those around her.

8. Lahaina resident and friend

Has known [REDACTED] for over 5 years and regards her as a person of high character. Has also known [REDACTED] almost his whole life. Individual is President of Lahaina Junior Golf Association and President and Director of West Maui Youth Basketball League. [REDACTED] has been involved in their program for the past 4 years as a registrar and running the concession. [REDACTED] has been involved the past 2 years. Feels that [REDACTED] and [REDACTED] have good hearts and are quite genuinely good people. Knows [REDACTED] got in trouble and was sent to prison. He paid for his mistakes and when given a second chance has, as far as respondent can see, turned his life around.

CONCLUSIONS/COMMENTS

[REDACTED]
[REDACTED] One applicant was very confused by the "wait list" procedure. The interviewer explained the process to this applicant. It appears that two of the applicants are on site visiting very often. Both of the applicants stated that even though it is common knowledge they are frequently on site, management failed to contact them directly when there was an opening. [REDACTED]

[REDACTED]
[REDACTED] she stated at that time that she does send cancellation letters. She did however state she does not if mail sent to a tenant is returned with address unknown. [REDACTED]

INTERVIEW WITH [REDACTED], RESIDENT MANAGER OF HONOKOWAI KAUHALE

1. Application process/procedures

- Applicant comes in; [REDACTED] reviews the application and gives it to applicant
- Applicant returns the application; [REDACTED] reviews for completeness, accuracy
- Applicant is given the required documents form and informed that when they have the required forms to bring them to the office, that there's no wait list
- When the applicant returns the required documents, [REDACTED] has them sign the appropriate verification forms, which she also explains
- She asks the applicant if an upstairs or a downstairs unit is desired. If there is more than one such vacancy she gives the applicant a choice of units

2. Wait List – how placed – preferences – handicap unit need

- Placed on list by date and time of application, there is now one list by Bedroom size.
- In the past there were separate lists by bedroom and bath size as well as separate lists for RAP and Market units
- If someone requires a handicap accessible unit, [REDACTED] puts an "H" next to the applicant's name

3. Marketing – what's done, where, how often – marketing schedule?

- [REDACTED] has not been actively marketing due to rents being so high – has had flyers out
- Rent decrease for new tenants taking place as of 11/1/11 so [REDACTED] will begin advertising on Craig's List, with flyers, at hotels, in the newspaper. The ads have been drafted and should begin next week.

4. Work order process – charges

- Tenant calls, [REDACTED] gets an idea of the problem. Asks if someone will be home or if maintenance can go in. Otherwise she schedules an appointment with tenant
- If a repair is inspection related the letter sent out gives a time frame for entering unit for repair
- Charges: Light bulbs, drip pans – charged for part (at cost) – not for labor
Screens – charged for time to repair/replace. Charged for screen doors if just done or if this is the 2nd time repair was needed. If maintenance hasn't done a repair of the screen in the past couple of years for example the tenant is not charged

NOTE: this is different than what tenants related. They claimed they were charged for both time and labor for light bulbs and were charged for screens that were 20 years old

5. Complaint resolution process

No log – when a tenant calls or comes in with a complaint [REDACTED] writes it up and puts it into the tenant's file (both tenants if the complaint is tenant to tenant related)

- [REDACTED] gathers information – what is happening, when in general
- [REDACTED] will go to area around that time – if the reported activity is happening she will confront the offending tenant

[REDACTED] stated that there is an "un-written" rule – when the property lights come on in the evening children are to be indoors for the night unless accompanied by an adult. If just hanging around sent home.

NOTE: This differs from one tenant's report. She was told she must bring her child indoors even though she was outdoors with him. Also note that this requirement is discriminatory as it affects only families with children – adults are allowed to be outside after dark.

[REDACTED] stated that she is the security officer, that she walks around at night checking things – lights, strangers, etc.

6. Hire/fire process – who does – advertise positions?

Discuss with [REDACTED]

7. Who are current maintenance/grounds personnel? Qualifications?

[REDACTED] - grounds and maintenance
 [REDACTED] - grounds and maintenance
 [REDACTED] - grounds, plumbing (he is a plumber by trade)
 [REDACTED] - grounds
 [REDACTED] - grounds, cleaning of vacant units

8. Move-in procedures

- Sends approval letter with rent and deposit amounts, parking stall number, what the applicant needs to do (who to call for electric service etc.). Advises applicant to plan on an hour or so for lease signing appointment
- When the applicant comes in they all go to the unit where [REDACTED] shows them everything and how it works (cable outlets, water heater, etc.). If power is on appliances are tested. If power is not on applicant is advised to test them when service is instituted and report any problems
- Maintenance does a walk through and testing of smoke alarms etc. the day before move-in
- Return to office to sign lease etc.
- Discusses curtains/blinds – no longer supplied by property (since 2007 or 2008). Interviewer is unaware of any law requiring provision of either curtain rods or shades/blinds in privacy areas such as bedrooms and bathrooms. Some states have such a requirement

OBSERVATIONS/CONCLUSIONS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

INTERVIEWS WITH MAINTENANCE STAFF

Staff interviewed (first names asked for only): [REDACTED]

1. How long employed on site?

[REDACTED] almost 2 years
[REDACTED] 9 years
[REDACTED] 9 years
[REDACTED] Since December, 2010
[REDACTED] Just over a year (May, 2010)

2. Position?

[REDACTED] Grounds, some plumbing
[REDACTED] Grounds, unit maintenance
[REDACTED] Grounds, unit maintenance
[REDACTED] Grounds and vacant units
[REDACTED] Grounds

3. Had you done this type of work prior to employment at Honokowai Kauhale?

[REDACTED] - Yes

4. Duties?

[REDACTED] Cut/rake, trim hedges, trim trees they can, fence repairs, trash, cleaning of
common areas, plumbing repairs in units as needed
[REDACTED] Fix whatever needs fixing, grounds duties too
[REDACTED] Fix vacant, paint, all types of unit maintenance as well as grounds work
[REDACTED] Raking/mowing/weeding of lawns, clean vacant, help out overall
[REDACTED] Weeding of hedges, along the fence line, and empty unit yards

Interviewer asked [REDACTED] one additional question as she was a recent hire. She was asked how she found out about the open position. She answered that she lives on site. When the position came up [REDACTED] approached her and asked if she was interested. She had a job elsewhere but likes working outdoors.

Interviewer did not feel the need to ask additional questions of these employees as she didn't feel she would obtain any additional information.

Recommendations:

- 1.
- 2.

[REDACTED]

INTERVIEW WITH [REDACTED] OF REALTY LAUA

1. How much oversight of the property is done by this office?

A lot – communications on a daily basis

2. How often do you or someone from this office visit the property?

Approximately once a month

3. Who interviews for open site employment positions? Who hires?

[REDACTED] screens, recommends to the main office; main office makes the final decision

4. Is there a written screening policy for hiring? Is there a policy regarding felony records?

No screening policy per se, internal policy only. [REDACTED] does have a standard list of questions to ask and a job description. Interview questions depend on job open. Used to do scoring sheets but no more- company doesn't feel this worked for them

No policy regarding convictions. Have hired in the past and have had success stories. Have a probationary period to see if a person meets their standards. Haven't had any issues. Not going to hire drug users or sex offenders. They are an "at will" hire company

5. Is there an employee manual?

Yes

6. Must employees who are terminated be terminated "for cause"?

Not necessarily but for the most part they do terminate for cause

7. If an employee is doing unsatisfactory work or violating job duties in any way, is there a process followed – meetings, written warnings? Who does these?

Depends on situation, typically done on site

Normally verbal warning, documented in employee file. Next would be termination

Under certain circumstances like coming to work drunk, going into units without warning the result would be immediate suspension or termination. However, before anyone is terminated it has to go to the main office for review/approval

8. Marketing the vacant units – who does that?

Main office

9. Is there an Affirmative Fair Housing Marketing Plan? When was it last updated? When were letters/ads last sent to places listed on that plan?

Yes there is an AFHMP. [REDACTED] isn't sure when it was last updated or when letters were last sent to places on that plan.

10. There is a one page Tenant Selection Policy on the application -- is this the only TSP?

The property uses whatever was provided by the State when it was managed by Urban Edge. Realty Laua has never developed a new one

11. The one page TSP

#3, credit rating -- what if an applicant has no credit? Is this held against the applicant?

Doesn't know for sure, recommended Interviewer ask [REDACTED]

#4, landlords -- what if no landlords -- either never rented or own a house currently -- what is policy?

Again not sure, recommended Interviewer ask [REDACTED]

#7 -- criminal check -- sheet says "may" run a check -- are these run only for some applicants, not all?

What is policy? Why are there currently individuals living on site with records yet others might be denied for the same reason

[REDACTED] does her own criminal record checks (NOTE: the main office does them for other properties managed by them)

The TSP says the requirements are "minimum" qualifying factors -- are there others?

No, not in writing

12. [REDACTED] told me that she has not been marketing other than some flyers being posted. Were you aware of that and was this at your direction?

[REDACTED] instructed [REDACTED] to keep contacting County/State offices for Section 8 voucher holders

RECOMMENDATIONS:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]

6.

7.

WAIT LIST REVIEW

3/31/10 - list kept by BR and RAP/Market

1BR/1B/M	5, none in process but some apparently contacted. Said they wanted to remain on WL and app date changed from 1/31/10 to 3/31/10
1BR/1B/R	3, one in process, two noted as being under minimum income limit
2BR/1B/M	10 active with one showing as cancelled that month for no show appt
2BR/1B/R	0
2BR/2B/M	9 active with 2 showing as cancelled that month for no show. Three sent update letters 3/29 resp due 4/13
2 BR/2B/RAP	3 active all sent update letters 3/29 resp due 4/13; also 2 cancelled that month for no show appt
3BR/2B/M	30, none in process, no update letters – oldest app dated 4/25/01
3BR/2B/RAP	11 active, one cancelled supposedly in 2008 but still showing on list – oldest app dated 2/16/01

4/30/10

1BY/1B/M	5, none in process but again the same ones contacted. Said they wanted to stay on WL and app date changed from 3/31/10 to 4/30/10
1BR/1B/RAP	no active, the two under income limits still show and the one that was active was cancelled for no verifications
2BR/1B/M	9 active, 2 cancelled for no show for appt, all others contacted and want to remain on WL. App dates changed to 3/31/10
2BR/1B/RAP	0
2BR/2B/M	0 active – 7 cancelled due to WL update, one over income (be on list still) and 2 under income (be on list) NOTE: these two are on the RAP list the next month with changed app dates to 5/31
2BR/2B/RAP	0, all three cancelled due to WL update
3BR/2B/M	30, 15 WL update letters sent 4/30/10
3BR/2B/RAP	0, all cancelled due to WL updates

5/31/10

1BR/1B/M	6, none in process. One sent WL update letter, 4 contacted want to stay on WL, app dates changed to 5/31/10
1BR/1B/RAP	2, both noted as being under income limits
2BR/1B/M	9, 9 contacted and want to stay on WL. App date changed to 5/31/10
2BR/1B/RAP	1, applied, processed and moved into 22A
2BR/2B/M	2, one over income but wants to stay on list. One under income but stayed on market list in June – not moved to RAP list
2BR/2B/RAP	0
3BR/2B/M	8, all remaining cancelled due to WL update. One app moved to this list from 2 BR 1B list
3BR/2B/RAP	0

6/30/10

1BR/1B/M	6, one in process
1BR/1B/RAP	0, under income applicants removed from list 6/30
2BR/1B/M	9, one in process
2BR/1B/RAP	0
2BR/2B/M	3, one new app rec'd 6/2 in process. Remaining 2 – one over income one under income but still not moved to RAP list
2BR/2B/RAP	0
3BR/2B/M	5, none in process. 2 cancelled due to WL update, all others to remain on list [REDACTED]
	[REDACTED] he from list with no explanation; was sent update letter last month)
3BR/2B/RAP	0

7/31/10

1BR/1B/M	5, none in process. App previously in process cancelled – no show. 4 others remain on WL with new app dates of 7/31
1BR/1B/RAP	0
2BR/1B/M	8, app previously in process cancelled as did not submit documents. One new app this month, other 7 remain on WL with new app dates of 7/31
2BR/1B/RAP	0
2BR/2B/M	2, one over income and one under income [REDACTED] no longer on list with no explanation. Was in process last month. Not on current rent list but unknown if moved in ever)
2BR/2B/RAP	0 (NOTE: [REDACTED] noted as under income on market list still hasn't been moved to this list)
3BR/2B/M	5, none in process
3BR/2B/RAP	0

8/31/10

1BR/1B/M	0, all cancelled. 1 due to no verifications when processed, one no income when processed, 3 found other units
1BR/1B/RAP	0
2BR/1B/M	0, all cancelled. 2 rent too high, 2 found units with lower rent, 1 no response to contact, one moved to Oahu, one has home. (NOTE: [REDACTED] note says has S8, cancel application yet she lives on site in [REDACTED])
2BR/1B/RAP	0
2BR/2B/M	2 – one new app rec'd 8/2 started processing cancelled due to no verifications – remaining 2 are the over and under income applicants
2BR/2B/RAP	0
3BR/2B/M	7, none in process. 2 new apps rec'd, both on 8/4
3BR/2B/RAP	0

9/30/10

1BR/1B/M	0
1BR/1B/RAP	0
2BR/1B/M	0
2BR/1B/RAP	0
2BR/2B/M	2, both new, both in process (NOTE: One is [REDACTED] with new app date of 9/16 noted as pending S8 inspection)
2BR/2B/RAP	0
3BR/2B/M	7, none in process
3BR/2B/RAP	0

OCTOBER 2010 IS WHEN FORMAT OF WAIT LIST CHANGED; NOW ONE LIST PER BR SIZE NOT SEPARATE MARKET/RAP LISTS

10/31/10

1BR	1, new app dated 10/18 noted as pending sale of unit
2BR	1, nothing showing status of 2 nd app but this is [REDACTED] who moved in
3BR	7, none in process

11/30/10

1BR	2, one new dated 11/30/10 but only wants to be on WL, not ready to process. 2 nd still says pending sale of unit
2BR	2, both new. Previous app cancelled no verifications; one new one notes lease ends 3/11, one in process
3BR	7, none in process

12/31/10

1BR	2, same comments
2BR	2, one asked to stay on WL, 2 nd still says lease ends 3/11
3BR	7, none in process

1/31/11

1BR	3; 3 new apps this month, 2 denied no income 1 in process. 1 of the others now in process, moved in 2/10/11
2BR	4; 2 new apps this month both in process (for 1 bath). Same comments for other 2
3BR	7, none in process

2/28/11

1BR	2, one new app this month in process; other one wants to stay on WL.
2BR	2, two in process last month cancelled as no shows for appointments. One with lease ending 3/11 now in process other remains on list
3BR	7, none in process

REVIEW OF COMPLAINT LOG

There is no Compliance Log kept. Tenant files a complaint and it goes into the tenant's file.

Manager pulled several such complaints and provided them to the Interviewer for review. [REDACTED]
[REDACTED] What cannot be determined is if all complaints are logged and what response was to those not provided to Interviewer.

REVIEW OF HOUSE RULES

There are House Rules attached to the application.

1. Section 1, Occupancy, stipulates in #1 that occupancy is limited to no more than two persons per bedroom contained in each apartment. There is no allowance for the additional living space provided by the living room.
2. Section 1 #2 states that parking spaces may only be used as a parking space for a motor vehicle. There is a commercial trailer parked on one space that has been there for the six years the Interviewer has inspected the property.
3. Section III, Common Areas #4 states that the exploding of fireworks anywhere on the premises is expressly prohibited. More than one tenant noted during interview that the property, specifically the basketball court, is sometimes littered with debris from fireworks.
4. Section III #10 states that no items of personal property including motorcycles, mopeds, dirt bikes etc. shall be left or allowed to stand on the lanai, entryways or any of the common areas. More than one such vehicle was observed in a lanai area during interviews.
5. Section IV, parking areas #1 fails to address unlicensed or inoperable vehicles yet tenants reported during interviews that they were given notices or told to remove such vehicles. Also this section does state that extensive repairs of motor vehicles are expressly prohibited yet tenants reported during interviews that they were written up or otherwise chastised for doing minor repairs.

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 5 years

Do you plan to renew your lease when it next expires? Just die

1. When was your unit last inspected by management? Less than a year ago

Any issues? Yes – stove burner, tub issue, toilet leak (caulk needed)

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Stays to self

5. How do you personally feel about management in general? Explain.

Put in for a 3 BR unit offered an upstairs unit. Refused it because husband has heart issues. This was 2 years ago, put on bottom of list for a 3 BR, still hasn't transferred.

Says she has no problems with management, thinks [REDACTED] doing the best she can to maintain the property.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

By [REDACTED]

Due to all the rumors she keeps kids inside now unless she can be outside with them.

7. How would you describe your overall living conditions at this property?

Satisfied as long as rent stays the same. She doesn't feel that over \$1,000 is an affordable rent.

8. Do you have any repair needs at this time?

Better refrigerator – this one uses too much electricity

Stove has small holes in bottom of oven (observed by monitor). Needs new stove

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

Yes

Issues:

Refrigerator – door seal ripped and needs replacement

Door itself is rusted as well as the hinges

Stove issue – see #8 above

BR #1 (left) – paint peeling left side of window (lower edge) and soft. Due to water infiltration when rains

Bathroom – tiles on floor unglued, loose. Tub needs caulking all around and at base. Tub rusted below pop up lever (porcelain rusted)

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 years altogether, in this unit less

Do you plan to renew your lease when it next expires? Just renewed in this month

1. When was your unit last inspected by management? August

Any issues? Yes, bathroom issue

How long before repairs completed? Next day

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? August

What was problem? Water problem from upstairs caused damage in bathroom

How long before repairs completed? Right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Has good relations with management

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Yes

8. Do you have any repair needs at this time?

1 Kitchen cabinet needs shelf hooks (little pieces that shelf rests on)

Mouse problem (see pic of mouse hole) One hole repaired but still has mice. Exterminator rarely comes

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

Yes

Issues:

Needs new drip pans

Range hood fan vibrates loudly

All stove burners are loose

Needs freezer door seal

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 5 – 7 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? 2 – 3 mos ago

Any issues? Yes – patio door off track

How long before repairs completed? Right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Problem with neighbor

Was management responsive? Yes

What was the nature of the response? Told neighbor to stop

Satisfied with response? Yes

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Not happy – things are getting done or are done poorly

5. How do you personally feel about management in general? Explain.

No complaints with [REDACTED]

Wonders why property isn't being kept up

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Keeps up her unit, she's fine

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

Yes

Issues: could use new cabinets – edges peeling

Carpet looks pretty good but old

TENANT SURVEY

NAME/UNIT [REDACTED]

MOVE-IN DATE: April 2011

Do you plan to renew your lease when it next expires? Yes, definitely

1. When was your unit last inspected by management? At move-in [REDACTED] did the inspection and not with tenant.

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? July

What was problem? Toilet running

How long before repairs completed? Same day

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No problems that she knows of

5. How do you personally feel about management in general? Explain.

They're nice

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, definitely

7. How would you describe your overall living conditions at this property?

Loves it here, quiet, neighbors nice

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

Not today

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 3 mos ago Was on wait list 5 years with no word. Came back in, made out new app and got in

Do you plan to renew your lease when it next expires? Probably not

1. When was your unit last inspected by management? At move in, tenant participated

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 2 mos ago

What was problem? Freezer not working and kitchen lights out

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No problems they know about

5. How do you personally feel about management in general? Explain.

No problems with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Good

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

PLEASE NOTE THIS IS THE UNIT WHERE THERE ARE POT PLANTS GROWING IN PATIO AREA. THEY CAN BE SEEN FROM THE UPSTAIRS UNITS.

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 2 – 3 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Less than a year

Any issues? Stove

How long before repairs completed? Few days

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

No problem with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Ok, acceptable

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 11 years ago

Do you plan to renew your lease when it next expires? No

Kids grew up here but unhappy – person downstairs growing marijuana, person directly downstairs smokes outside and smoke floats into this unit

1. When was your unit last inspected by management? About a year ago

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Smoking by tenant downstairs

Was management responsive? Don't know if management ever spoke to tenant downstairs

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Fear and intimidation

Knows someone who applied – 2 person household – told they didn't have enough income to move-in. He's a photographer

Told there's a wait list yet people who know manager or are related get units right away as do those peoples' friends

Tenants are worried if word gets out they've talked to us there will be problems

5. How do you personally feel about management in general? Explain.

No security, used to have security patrols.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

See #4 comments

Raises in rent. Formerly only one maintenance man can't keep up with work

Daughter had car at one point, needed a bit of work so had no sticker. Lisa told them to get the car off the property or it would be towed. Tenant moved off site and paid to park it elsewhere yet [REDACTED] boyfriend has 4 cars with no stickers on site.

7. How would you describe your overall living conditions at this property?

Can be better, need rules to be the same for everyone. Mgt is the ones not following rules
Property used to be beautiful; for example they used to power wash the buildings which helped keep control of bees. Nothing done about them now and no longer wash buildings.

8. Do you have any repair needs at this time?

Won't report needs - Every repair is a tenant charge now, damage or not
Things aren't fixed right – can take several times to get something fixed right and they're charged every time
Staff isn't qualified

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

TENANT SURVEY

NAME/UNIT # [REDACTED]

Interview form completed based on email received – not sure that this individual isn't an employee

MOVE-IN DATE: 8 years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Whenever

What was problem? Whatever

How long before repairs completed? Fast and on time

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Tenant likes that [REDACTED] worries for the families and the security of the property. She is very friendly, knows how to run the place, is respectful. Maintenance have always treated tenant with respect.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Very happy, feel that it is a very safe and peaceful place

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 years altogether, in this unit 5 years

Do you plan to renew your lease when it next expires? Just did

1. When was your unit last inspected by management? Doesn't remember

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 2 years ago

What was problem? Smoke detector

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Heard good and bad

5. How do you personally feel about management in general? Explain.

No problems

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Sidewalk needs repair just to left of his unit – sudden level change

Sidewalk lighting not working

Laundry facilities terrible (laundry room #1) – ongoing problem. 1 Dryer sat broken 4 months.

Some of the many not working now have been broken for a long time

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

Yes, no issues noted

TENANT SURVEY

NAME/UNIT #: [REDACTED] complete interview, tenant chose to only give her opinion on certain questions)

MOVE-IN DATE:

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Questioned why tenants now have to pay for repairs

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, [REDACTED] been awesome, never felt intimidated

7. How would you describe your overall living conditions at this property?

Loves it here

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 13 years ago

Do you plan to renew your lease when it next expires? Unknown

1. When was your unit last inspected by management? May

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? No time given

What was problem?

How long before repairs completed? In a timely manner

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Pretty low. She knows some people have been intimidated by Resident Manager

5. How do you personally feel about management in general? Explain.

Never had a problem with Resident Manager – always helpful

She has a foster child – Chaney Brooks didn't count the welfare foster care income. Realty Laua did and has ever since. Tenant states she called someone at HHFDC and they also said it was countable income (NOTE: it is excluded income per HUD definition)

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

She herself – yes

Tenants who used to live in [REDACTED] lived in another unit first. They were moved to [REDACTED] management "so they could be closer to the Mexican community" as told by Resident Manager. Did not request the transfer.

Late fees are different for different units

7. How would you describe your overall living conditions at this property?

- Has been embarrassed when mainland visitors come. When place was full trash was an issue (overflowing all the time, and all over the ground); not so much now with the vacancies
- Had a co-worker who was on wait list for a long time even though there were vacant units. The rent went up and the co-worker was no longer interested
- There have been derelict cars here for years
- When Chaney Brooks managed the roofs were cleaned on a regular basis and windows were cleaned yearly. Used to have security, lots of theft now

8. Do you have any repair needs at this time?

No, but would love new carpet!

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 20 years total, this unit 5 years total (moved out due to roof issue then back)

Do you plan to renew your lease when it next expires? Wants to move

1. When was your unit last inspected by management? July

Any issues? No, but inspection was cursory – didn't even test the smoke detectors

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem? Needed a fire extinguisher

How long before repairs completed?

Satisfied with repairs?

Mgt started charging for repairs about 1 ½ years ago

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? 2 times – upstairs neighbor's noise and mice (this is a current issue)

Was management responsive? No, Manager told tenant that if she wrote the tenant up they'd know it was this tenant who complained. Nothing has been done about the mice issue

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Scared of retribution if anything said

5. How do you personally feel about management in general? Explain.

Manager is a wicked individual, underhanded

[REDACTED] tells kids they cannot be out after dark. She threatens to throw their parents out if they don't go in (this is hearsay on tenant's part). Not aware of their being a curfew rule except for use of basketball court.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No. Had black mold in unit, had to transfer. [REDACTED] told tenant verbally not to worry about their stuff that management would provide storage – but they didn't. Tenant put stuff under a lanai area and was told they could tarp to protect the items. Then told a few weeks later the tarp had

to be removed. Thousands of dollars of stuff was ruined and management wouldn't cover (tenant has no rental insurance). Tenant was out of her unit for 18 months; finally called the State. Tenant is still not happy with repairs; replaced only some of the tiles in the bathroom not all, same with kitchen.

Tenant has had 6 bicycles stolen. People have jumped fences to steal.

7. How would you describe your overall living conditions at this property?

- Gross – right now (past few days) it's so clean it's lovely. Sad because it used to be a real community. Has friends who can't afford to live here.
- Sidewalk lights didn't work for a very long time, not gone
- Dead cars in parking lot
- Worried about roof – trees overhang building still, dead leaves cover roof – it's a new roof
- Laundry Room – tenant called company responsible for maintaining the machines many times but machines still not working. One of the tenants moved out due to sexual harassment by repair person (she thinks it was out of [REDACTED]). That tenant reportedly reported him to [REDACTED] with no results so they moved out.

8. Do you have any repair needs at this time? Yes but won't call due to being charged for repairs

Door screen

Bath tub diverter stuck

Patio screen door sticks

Bathroom closet shelf bowed (tenants fixed that themselves)

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? Rather not

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: Since she was a child, own unit for 6 years
Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? 3 months ago when she transferred to this unit

Any issues? Yes, water damage in bathroom on ceiling; tile old and worn
How long before repairs completed? Not done
Satisfied with repairs? No

2. When was last time you contacted office about a needed repair? When she moved in – see #1 above

What was problem?
How long before repairs completed?
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Called on a Friday. She smelled a dead bird in unit (she was 8 ½ months pregnant at time). Two days later there were maggots dropping from her ceiling
Was management responsive? No, she was told the situation wasn't an emergency so she'd have to wait until Monday. Maintenance finally came on Tuesday but in the meantime tenant had contacted the Health Department so feels that's the only reason they came
What was the nature of the response? [REDACTED] told her nothing was found but Glen said there was. She had to call additional times because birds were still nesting and dying in the walls. A few weeks later the hole where the birds were getting in was finally patched
Satisfied with response? No

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Close community, in general tenants are scared of Resident Manager. Don't know where or who to go to with complaints because her boss is her Dad. Manager tells tenants one thing and does another. For example [REDACTED] told tenant her boyfriend's flat tire needed to be fixed or car would be towed yet [REDACTED] boyfriend [REDACTED] has multiple cars in lot that are disabled.

5. How do you personally feel about management in general? Explain.

- They're nice to your face but talk behind your back
- Rent goes up but no upkeep
- Tenant has lived on site since she was a child – maintenance used to be good, not it isn't.

- Laundry Room #1 – outside toy broke and removed but sharp metal piece remains (picture)
- Applicants have been denied with misdemeanor records yet [REDACTED] has a felony record.
- Now started charging an hourly rate when maintenance comes to do a repair. Tenant needed light bulb changed, she was charged for the bulb (which she understood) and also for time (\$12.00). Cost \$40 for the repair. Now tries to do own repairs.
- Had a mouse hole behind the toilet. Maintenance filled the hole with a dirty sponge, that's it (picture)
- [REDACTED] denied application of tenant's boyfriend to be added to her lease due to a misdemeanor DUI when he was 18. At the time of application he was 23 and working a steady job. Tenant feels she has to kiss butt to stay on [REDACTED] good side.
- [REDACTED] gave [REDACTED] (former maintenance person) a unit to stay in so he wouldn't have to travel back & forth – he was never a tenant under lease
- There are 5 maintenance workers at this time yet regular cleaning not being done
- When tenant asked for a downstairs unit due to having a disabled child, [REDACTED] told her that she'd lose her lower rent (lower only because she's an existing tenant, pays market rent). First she asked for a downstairs unit but [REDACTED] gave her another upstairs unit. When she asked if she could wait for a downstairs unit she was told she'd go to the bottom of the list (there were downstairs units available). Then when tenant asked for a specific unit location near her aunt who lives on site and who helps her with the child she was put in a building farther away. [REDACTED] picked the unit, tenant wasn't given a choice. [REDACTED]

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No, not by [REDACTED]

No real problem with maintenance

7. How would you describe your overall living conditions at this property?

- House is sometimes embarrassing, especially bathrooms. Tenant keeps her unit clean
- Outside of building needs attention
- tenant lives near basketball court. There are ditches on the other side of the fence behind the building. A section of fence was taken down by a tree. The only repair is taping in orange (picture). Tenant feels this is a danger to her children

8. Do you have any repair needs at this time? Yes

Ceiling in bathroom

Needs carpeting

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? Yes, on Wednesday (NOTE: Interviewer forgot to return to unit to do the inspection)

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 16 years ago

Do you plan to renew your lease when it next expires? Yes, have no choice

1. When was your unit last inspected by management? February

Any issues? Bath tub needed caulking

How long before repairs completed? Still not done. Lisa has recommended they do it themselves

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? While ago

What was problem? Refrigerator

How long before repairs completed? A while, but a new refrigerator was received

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Fear, don't trust [REDACTED] or boyfriend

Tenant claims to know a neighbor who when they complain get no response

5. How do you personally feel about management in general? Explain.

Won't let [REDACTED] boyfriend in unit. Believes that one of his former crimes was sex crime against child.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Recently yes, in past no. [REDACTED] boyfriend used to stalk wife of tenant. Would tail her vehicle as she left the property calling her nasty names for no reason at all. Seemed to know when head of household wasn't home because he only did this when he was gone. One time off property at a gas station he yelled out a bad name at her. She confronted him that time. He's nice to her now. Neither tenant trusts him however.

7. How would you describe your overall living conditions at this property?

Okay

8. Do you have any repair needs at this time?

Just the caulking

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

This has been completed based on an email from tenant who did not want Interviewer to come to unit

MOVE-IN DATE: 1994 into [REDACTED] June in this unit due to flood in [REDACTED]

Do you plan to renew your lease when it next expires? Wants to move back to [REDACTED] will probably renew only because can't afford to move out

1. When was your unit last inspected by management? Was not inspected at time of transfer

Any issues? Yes, unit was not ready for re-rent. Closet door knob in bathroom is coming off, leak under bathroom sink, toilet, leaking refrigerator, colored marker scribbles on doors and cabinets, mice

How long before repairs completed? Some not done

Satisfied with repairs? No

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

If nothing happens from this review many tenants will remain scared of that mgt. will do to them

5. How do you personally feel about management in general? Explain.

Evil and arrogant; as noted above if nothing happens from this review tenant is afraid of what management will do to them when things quiet down. Has felt that someone has entered their unit when they were not home.

Tenants were required to sign a form agreeing to move back into unit [REDACTED] when repairs are completed but feel that will take years.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No. Following flood of their previous unit management told them their belongings would only be covered if they could provide receipts for all items. Lost their bed, pillows, sheets and blankets, 2 dressers, a bookshelf, and a tv stand, pictures, rugs.

7. How would you describe your overall living conditions at this property?

Afraid of reprisal

8. Do you have any repair needs at this time?

Yes – bath closet door knob, mice

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No, one tenant works and other will not answer door if Interviewer comes due to fear things will be worse for them

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 ½ years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Every 6 months

Any issues? Screen in bedroom

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? Recently

What was problem? Trees rubbing against roof

How long before repairs completed? Not done yet

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

No issues with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Satisfied, place is getting old however

Trees need cutting, hang over onto roof

Irrigation sprinklers near unit don't work

8. Do you have any repair needs at this time?

Floor tiles near tub soft and cracked

Light switch controlling DR light loose and doesn't work

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 10 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? 2 months ago

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? It's been quite a while

What was problem? Doesn't remember

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Okay as far as he knows

5. How do you personally feel about management in general? Explain.

Resident manager has helped him a lot – if it wasn't for her he would not be here

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Suits his needs

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Form is completed using email sent to Interviewer as source of information

MOVE-IN DATE: 15 ½ years ago

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Unknown

What was problem? Whatever

How long before repairs completed? Typically right away (except cabinets noted below)

Satisfied with repairs? Most of the time

Tenant was shocked recently to receive a bill for time and materials following a repair. When questioned they were told that this was due to some Hawaii Revised Statute and they paid the bill.

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

While they don't at times like what Resident Manager has to say when an issue arises and she comes to a conclusion – it is what it is.

Tenant says that both [REDACTED] and [REDACTED] have been there for the kids of the property – no matter what. Trusts [REDACTED] with kids and grandkids absolutely. [REDACTED] made mistakes when young but has not broken any other rules or gotten into trouble since his release

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Tenants love the area, the people, and the staff.

Do think the place is falling apart. Stairs and side walls are in need of repairs, cabinets are in need of repairs.

8. Do you have any repair needs at this time?

Needs cabinet repairs – it's been over a year but [REDACTED] tells tenant they are working on it that what is needed is some kind of bracket mechanism and it's hard to find replacements.

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 20 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? A year ago, due again

Any issues? Possibly

How long before repairs completed? Right away

Satisfied with repairs?

Tenant notes there are some site issues that have gone undone. One basketball hoop was missing for 4 years. It was finally replaced by a tenant

2. When was last time you contacted office about a needed repair? 4 – 6 months ago

What was problem? Branches on roof

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Issue with another tenant

Was management responsive? Told if a problem is between 2 tenants the tenants need to resolve themselves

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Management operates on a whim, things are inconsistent. Some people move right in while others are told there is no availability

It's been 10 years since the windows were washed outside

5. How do you personally feel about management in general? Explain.

The two Mexican guys are good guys, they learned from [REDACTED] how to do their jobs

Management has been kind to them, but corruption there – some things not done or done in a questionable manner

Think who gets to live here is [REDACTED] choice and no one else's

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 months ago

Do you plan to renew your lease when it next expires? Currently in process of transferring to a 2BR unit

1. When was your unit last inspected by management? At move-in

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Pretty good, management has been very nice to them. Sad the way things have been let go over the years

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Upkeep in some units nice, outside pretty sad

8. Do you have any repair needs at this time? Yes

Carpet has stains, burns, needs to be replaced (that way at move-in)

Cove base broken in places

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 15 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Within the last year

Any issues? Don't remember

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? A couple years ago

What was problem?

How long before repairs completed? Right away

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

It's only been recently that he's heard anything negative

5. How do you personally feel about management in general? Explain.

Likes [REDACTED] and crew better than any previous people, always responsive. Totally trust [REDACTED]

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Enjoys living here

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 years ago

Do you plan to renew your lease when it next expires? Yes, absolutely

1. When was your unit last inspected by management? 6 months ago

Any issues? Probably

How long before repairs completed? Most done right away, not the bathroom floor tiles though (old, worn)

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Can't remember

What was problem?

How long before repairs completed? Typically right away pretty much. Sad to see Glen go

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Received notice of wrong rent amount paid a long time ago – back billed \$700

Was management responsive? Had to pay the back rent

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

People concerned why vacancies exist

5. How do you personally feel about management in general? Explain.

6 out of 10

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Acceptable

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Interview form completed based on short email received. Tenant wasn't home to interview while on site.

MOVE-IN DATE:

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Everyone is treated with aloha. They are not mistreated in any way nor being violated by her or her staff. They feel safe and secure at property.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12 years ago

Do you plan to renew your lease when it next expires? Just did

1. When was your unit last inspected by management? May

Any issues? Light

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem? Stove – door doesn't close tight (hinges), heat getting out, stove top gets hot

How long before repairs completed? Not repaired. Told stove works so no repair needed.

Satisfied with repairs? No

Ceiling in bathroom – water damage due to problem upstairs never taken care of

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

They feel place is run down, not being kept up – management is now charging tenants for repairs in their units

5. How do you personally feel about management in general? Explain.

Don complain – have heard Manager can be difficult – feel she plays favoritism

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, never done anything to them

7. How would you describe your overall living conditions at this property?

Not many people here so quiet

8. Do you have any repair needs at this time?

Would like unit painted – it's been 12 years
Bathroom ceiling needs repair of water damage

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

ISSUES:

Kitchen: floor of oven pitted – small holes. Stove needs replacement

Bathroom: Ceiling cracked at exhaust fan (picture). Tenant says insides of fan unit are corroded

Tub finish is coming off – old hole repair (picture)

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 years ago, in this unit since December, 2010

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? At move-in

Any issues? Yes, stove, bathroom

How long before repairs completed? Not fixed right

Satisfied with repairs? No

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? Yes

In general, what was the issue? Marijuana smells

Was management responsive? No

What was the nature of the response? Tenant was told there was nothing management could do

Satisfied with response? No

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Dirty, property not as clean as it used to be. Things aren't fixed like they should be, maintenance pretends to fix

5. How do you personally feel about management in general? Explain.

Don't feel confident in being able to talk to management – sometimes responds in a bad way

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No –

- They have a satellite dish (in living room). They were told they can't put it outside yet there are other dishes located outside units (I took pictures of other dishes while walking property)
- Five months or so ago tenant was required to sign a letter that she and her sisters don't work. Tenant asked why being asked because others work 3 jobs, she was told it was none of her business (I did explain the reason for this to the tenant)
- Doesn't feel Manager is fair with everybody

- Tenant's daughter has tried to apply for a unit. Her application was refused because her husband has no SS card (he's in the country legally). Resident Manager said he needs a SS# before she can rent (TSC doesn't say this). He has a letter giving him permission to live and work in the US that states the letter is to be considered sufficient for a landlord or employer. Tenant says she knows others living on site that are not legal aliens. Resident Manager pretends like she doesn't know they're illegal yet denies others.
- Resident reported to Interviewer that Resident Manager told the head of household to be careful what she said to Interviewer or it could affect tenants on property, felt threatened by that statement.

7. How would you describe your overall living conditions at this property?

If they could move they would. Used to much better here, got more respect

8. Do you have any repair needs at this time? Yes

Broken, unglued floor tile in kitchen

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

Issues:

Guest bath – Shower diverter knob comes off. Tenant has to be very careful using it.

Maintenance came but it still isn't fixed right

Master bath – diverter knob won't stay up when used, can't shower in this bathroom. Centipede problem – reported it but told nothing could be done. Tenant noted that when she moved in she removed the bathroom mirror to clean the wall and there were centipedes behind the mirror.

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: Since it opened

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? March

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Today (9/13)

What was problem? Sink

How long before repairs completed? Immediately

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

Only concern is Laundry Room dirt. Has been real good the past couple of weeks (2 weeks) but before that tenant has cleaned the Laundry Room herself because it wasn't being done. Had talked to Manager but still dirty

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Doesn't talk to anyone, doesn't go there

5. How do you personally feel about management in general? Explain.

No problems with them. She received new appliances a couple years ago. Only thing about [REDACTED] is he isn't friendly (doesn't wave).

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, totally

7. How would you describe your overall living conditions at this property?

Rent's too high – pays \$1,150 – new people pay \$1,500 (3 BR unit)

8. Do you have any repair needs at this time? Yes, a faucet issue. Maintenance is to come tomorrow to repair

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 months ago

Do you plan to renew your lease when it next expires? Depends, probably

1. When was your unit last inspected by management? At move-in

Any issues? Don't know

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? N/A, hasn't called

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Some love it, one he knows doesn't like them

5. How do you personally feel about management in general? Explain.

No problems

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Great, likes it here

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Form completed based on email received. The individual who submitted the email is the wife of a site employee I believe

MOVE-IN DATE: 8 years

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

[REDACTED] a nice person. She's polite to people and to her workers.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12 years in this unit

Do you plan to renew your lease when it next expires?

Not if things stay the way they are, is actively looking

1. When was your unit last inspected by management? May or June

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Won't call

A year ago patio door screen needed replacement after 12 years, she was charged. She was also charged for repair of front door screen. Won't call due to charges and because she doesn't want to be in unit.

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Unhappy

5. How do you personally feel about management in general? Explain.

- She's friends with Manager but has watched how manager has treated others. Doesn't trust her, doesn't like that [REDACTED] has master key with his record. He's been mean to her kids at times and then friendly at other times
- Has friends who have applied and told the wait list is 2 years – about 1 ½ years ago. Others applied 3 – 4 years ago, checked early this year and told still a 2 year list. One friend won't apply due to Manager. Friends have not received a friendly reception when calling
- Window blinds originally supplied by property no longer provided. Tenants must replace themselves. Although there was a memo sent out about this tenant doesn't know why the change in policy

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes except for maintenance charges

Has mildew issues that haven't been addressed (closets)

7. How would you describe your overall living conditions at this property?

Ghetto – has always been proud to live her until the last 3 years or so

8. Do you have any repair needs at this time?

Shower diverter in one bathroom only works about ½ the time

Has centipedes

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

Issues:

- Ceiling repair done in bathroom – tenant states under the repair was all black and not treated – worried about mold
- Area around pop up switch is rusted (picture)
- Master bath is the one with the diverter problem noted above
- Kitchen – if you run your fingers under the lip of the counter top, sawdust falls. The material the countertop is made of is crumbling

TENANT SURVEY

NAME/UNIT #: [REDACTED] abbreviated interview, tenant only wanted to discuss what he wanted to discuss

MOVE-IN DATE:

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Wrote 2 weeks ago to transfer to a downstairs unit (2BR) due to children. No response from management

Received a letter in August regarding failure to report Child Support for one child that has been received since 2007 – Billed \$1,920 in back charges and retroactive rent. Overall rent not increased however (market). Tenant didn't understand, didn't defraud.

Rent has gone from \$844 to \$945 since move-in

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Recommends a Now Renting sign to advertise vacant units

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1991, when property opened

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Less than a year ago

Any issues? Yes

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? A while ago

What was problem? Fire extinguisher

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Feel betrayed by what's happening right now – no problems with management or maintenance

5. How do you personally feel about management in general? Explain.

Trusts them completely

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Better than most on the island

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 2 years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? A couple months ago

Any issues? Bedroom door, carpet (seam), light
How long before repairs completed? Right away
Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? N/A

What was problem?
How long before repairs completed?
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Good

5. How do you personally feel about management in general? Explain.

Manager's fine – when tenant goes to office manager explains everything to him

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Perfect

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

Bathroom: Finish coming off inside of tub (picture)

Poor repair of bedroom door – pieces of wood glued over hole

Poor repair of bathroom drawer – inside breaking apart, stapled to hold it together

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 4 years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? A month ago

Any issues? Bathroom – tile issues

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? 3 weeks ago

What was problem? Fridge making loud noise

How long before repairs completed? Right away – replaced fridge

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Happy

5. How do you personally feel about management in general? Explain.

Fine but vacant units need to be filled

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

8 out of 10

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes
A GFI outlet in bath didn't trip but outlet is no where near water and there is power to it.

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 13 years

Do you plan to renew your lease when it next expires? Don't know

1. When was your unit last inspected by management? March – once a year

Any issues? Doesn't remember
How long before repairs completed?
Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Don't call because they're charged for repairs. Afraid to call in case charged

What was problem?
How long before repairs completed? Last repair took a week to do – a minor repair
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Some feel okay

5. How do you personally feel about management in general? Explain.

- Person downstairs from him has 7 parking spots
- It's hard, they don't feel they can ask Manager for anything
- There's a disabled truck in the lot that's been here over 13 years (was here when he moved in), others are towed right away
- Need to be more fair
- Wife's uncle came on site one day long enough to pick her up and [REDACTED] came over and told him to leave or he'd call the police
- Not comfortable with [REDACTED] having a master key when he's a criminal (saw that in the mail received anonymously)

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No – tenant was told he couldn't fix his car on site yet Manager's husband does. They're mean to him in that way – okay for others but not for him

He has a friend on wait list over 2 years and still being told not at top of list

7. How would you describe your overall living conditions at this property?

Likes it but there's a lot of pressure. Property is close to his job

8. Do you have any repair needs at this time? Yes

Floor tile needs repair/replacement

Broken window in living room – frame coming apart

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

Issues:

Needs new bath floor

Needs new bath cabinets

Bathroom GFI won't trip

Kitchen GFI won't trip

3 of 4 stove burners don't work

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: Over 10 years total, this unit over 7 years
Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Not too long ago

Any issues? Stove burner, screen in door, smoke detector
How long before repairs completed? Right away
Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? Last week

What was problem? Smoke detector chirping even though tenant had changed the battery
How long before repairs completed? Right away
Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Never heard anything wrong

5. How do you personally feel about management in general? Explain.

They're great; anytime tenants needed anything they've been right there. Maintenance staff very responsive.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, very

7. How would you describe your overall living conditions at this property?

10 years says it all

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

ISSUES:

Refrigerator needs new door seals for both fridge and freezer

Sink stopper in guest bathroom not working

Sinks in both bathrooms are cracked

Tub in guest bathroom needs caulking

Unit needs new carpet

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? July

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Couple months ago

What was problem? Screen

How long before repairs completed? Next day

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Happy with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Good

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Form is completed using email sent to Interviewer as source of information

MOVE-IN DATE: About 5 years ago

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Not stated

What was problem? Anything

How long before repairs completed? Promptly

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Feels residents like himself are proud to reside on property and give praises to Ms. Faleafine's efforts.

5. How do you personally feel about management in general? Explain.

[REDACTED] has always displayed a professional demeanor in managing the property. She has always communicated professionally via letters when needed. She goes above and beyond her duty as manager to ensure that tenants have a safe and well maintained unit both inside and out.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Proud to be part of the community

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1991, when property opened

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? April when lease renewed

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Just before annual inspection

What was problem? Doesn't remember

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

People tenants know say everything is fine

5. How do you personally feel about management in general? Explain.

Responsive, diligent

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Definitely, and have lived her 20 years

7. How would you describe your overall living conditions at this property?

Been like a family, everybody watches out for each other

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Interview form completed based on very short email received

MOVE-IN DATE: Long time resident

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Staff have been friendly and helpful in his dealings with them over the years

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Low occupancy is due to high rent. Housing is not affordable.

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Last week

Any issues? No, had to clean up yard area

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Never

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Not sure, never heard much

5. How do you personally feel about management in general? Explain.

Manager is stern but fair, does a good job

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, has known a couple of the guys about 15 years

7. How would you describe your overall living conditions at this property?

Fine as long as he keeps his house in check

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

Needs carpet - stains

TENANT SURVEY

NAME/UNIT #: [REDACTED]

Form is completed using email sent to Interviewer as source of information

MOVE-IN DATE: Since 1993

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Email does not address management's treatment specifically, just failure to maintain the buildings and grounds, which they state isn't all management's fault. However they do state that prior management was stricter in enforcing the rules.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Looks and feels like a slum.

When they moved in (1993) the property was nearly new. Most units were occupied and the grounds were well taken care of. Buildings were re-painted one or two years later but have not been painted since. Playgrounds had equipment, laundry rooms were kept up daily, sprinkler system was operable.

Now 40% of the units are vacant, most of the plants and grass are dead near the empty units as the sprinkler system has been shut off for the last few years. System was not installed correctly in the first place. Many sprinklers were positioned a few inches away from the walls and when on water squirted out mostly hit the walls which in time got moldy. There was a memo sent at one time that the sprinklers were to be moved but that never happened. Some trees were cut for no reason, others died from lack of water. Many have not been trimmed for years and others have had branches hacked away inexpertly. The slopes bordering Highway 30 have eroded because of lack of ground cover (died). Most of the equipment in the playground for the bigger kids is inoperable or missing. Building exteriors have not been painted for about 15 years, some of the wood is covered in mold, hollowed out by termites, or simply falling apart. The upstairs windows and screens have not been cleaned in many years, weeds grow in gutters. The 2 foot security lights have been vandalized or broken (tenant feels they are unnecessary as there is sufficient other lighting). Laundry rooms are swept once in a while but rarely mopped. The maintenance crew only thoroughly cleans and repaints the laundry rooms about once a year.

Tenant feels the deplorable state the housing project is in has discouraged possible applicants from wanting to live at property. Also the higher rent a new tenant has to pay discourages renters. For current tenants, rents stayed affordable for about 10 years but then was raised 3 times in 4 years while services decreased drastically.

Within the past year tenants have been asked to pay for any repairs in their units even if the damage was caused by wear and tear. Tenant also knows of a unit that has been occupied by three different tenants during about 18 years. The unit was never re-painted (according to tenant) and the almost 20 year old carpet has never been changed. Tenant feels this would never have happened with previous management.

Tenant hopes that management and maintenance issues will be addressed by the state agencies at long last, which clearly lacked diligence in overseeing the property they own.

8. Do you have any repair needs at this time?
9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 years, in another before that

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? 2 months ago

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? About the same time

What was problem? Hot water heater

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Have heard the rumors

5. How do you personally feel about management in general? Explain.

No problem but wonder why rent went up more than once per year. Landscaping is an issue – grass is not watered.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Very good

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: 

MOVE-IN DATE: 1 ½ years in current unit, another unit previously

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Almost a year ago, right around renewal

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? A while ago, doesn't remember
• for sure

What was problem? Kitchen light, fridge dripping

How long before repairs completed? Light fixed, fridge still drips sometimes (condensation)

Satisfied with repairs? No

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Some feel threatened, some she knows have moved out because they've complained and nothing's happened

5. How do you personally feel about management in general? Explain.

Company for other tenants at times block her car in – she had company once that parked behind her car, not anyone else's, and she was told not to do that again. Her company was to park in visitor parking only.

Rents was raised 3 times in one year (NOTE: she now receives partial RAP)

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Overall yes

7. How would you describe your overall living conditions at this property?

Good overall. At move-in she was told the carpet had been cleared but she didn't feel it was and cleaned it again.

8. Do you have any repair needs at this time?

Cove base in kitchen is taped and cracked

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 3 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Last lease renewal

Any issues? Minor

How long before repairs completed? Right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? 6 months ago

What was problem? Toilet

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know, doesn't talk to others

5. How do you personally feel about management in general? Explain.

Absolutely no problem with Resident Manager

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Fine inside, outside gone to disrepair

Doesn't want rents to go up

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 3 months ago

Do you plan to renew your lease when it next expires? Depends, don't know yet

1. When was your unit last inspected by management? At move-in

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? N/A

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Perfect

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

7 out of 10

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 17 years total, 7 months in this unit

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? At move-in

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? unknown

What was problem? Toilet

How long before repairs completed? Same day

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Hasn't heard anything about management, just the property condition

5. How do you personally feel about management in general? Explain.

Fine with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, manager's helpful

7. How would you describe your overall living conditions at this property?

Fine

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12 years

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Less than 12 months ago

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Last week

What was problem? Garbage disposal leaking

How long before repairs completed? Right away (asked if charged, said no)

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No friends on site

5. How do you personally feel about management in general? Explain.

Ok, no problems

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Comfortable

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: a long time, from the beginning

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? 1st of the year

Any issues? Doesn't think so

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Just last week

What was problem? Toilet

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No opinion

5. How do you personally feel about management in general? Explain.

Manager has always been good to him, best manager they've ever had. Manager goes out of her way to help this tenant and others.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Fine, quiet up this end of property

8. Do you have any repair needs at this time? No

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 8 years as tenant, also lived her as a child

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Every year

Any issues? Something minor

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? Couple months ago

What was problem? Screen door came off

How long before repairs completed? Right away

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Hasn't heard anything negative and has lots of friends on property

5. How do you personally feel about management in general? Explain.

Good, kind people, thinks they're great. If she needs something fixed it'd one right away; manager communicates well about everything; manager does additional activities for kids

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Happy – would think if rents lowered units would rent. Vacancies are due to high rent, no other reason. Someone can rent a house or an apartment with a pool for same amount. Has friends who have refused units her for this reason. If going to raise rent do something with property. State needs to do their part. [REDACTED]

8. Do you have any repair needs at this time?

Closet door off track – just happened last night, hasn't called it in yet

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Would rather not

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 9 years in this unit

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? About a year ago

Any issues? No

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Last year

What was problem? Front door problem

How long before repairs completed? Next day

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No problems whatsoever

5. How do you personally feel about management in general? Explain.

Do a great job

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes, definitely

7. How would you describe your overall living conditions at this property?

Fine, they do a good job

8. Do you have any repair needs at this time?

No

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

Yes

Issues:

GFI in bathroom won't trip (reported by monitor to office as this is a health/safety issue)

Computer wire running across threshold presents a trip hazard (discussed with tenant, told her to move the wire)

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 11 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Last year

Any issues? Yes, missing floor tile in bathroom

How long before repairs completed? Not done

Satisfied with repairs? No

2. When was last time you contacted office about a needed repair? It's been a long time

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Think it sucks

5. How do you personally feel about management in general? Explain.

Gone downhill over time

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

By [REDACTED] yes, has had no dealings with the new guys. Has had no problems with Manager

7. How would you describe your overall living conditions at this property?

Appearance has gone way downhill overtime. Looks like a slum

8. Do you have any repair needs at this time? Yes

Floor tile in bathroom

Tub rusting from inside out

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? Yes

ISSUES:

Bathroom tile really needs to be replaced, not merely repaired

Kitchen cabinet doors are delaminating at bottom

Tub is rusting

Unit needs new carpet

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 11 years

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management? Within the year

Any issues? Doesn't remember

How long before repairs completed? Doesn't want work done, charged for repairs

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 6 months ago

What was problem? Toilet

How long before repairs completed? Right away, [REDACTED] did it

Satisfied with repairs? Yes, if tenant told [REDACTED] about a repair need it would be taken care of; call the office not necessarily so

3. Have you ever lodged a complaint with management? With any other authorities? No sense

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Same as him

5. How do you personally feel about management in general? Explain.

Favoritism, rules don't apply to all, manager plays little games, has received 2 eviction notices for washing car and inoperable car, yet others don't get them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

No

7. How would you describe your overall living conditions at this property?

Likes it, people get along, try to do things themselves

8. Do you have any repair needs at this time?

Outside – tree needs to be cut back – fruit making a mess out of sidewalk and bird droppings cover personal belongs in lanai area (pictures of both). The tree has a large cracked limb that is going to fall one of these days. Windows are never cleaned.

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 8 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Every year

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Earlier this year

What was problem? Stove

How long before repairs completed? Few days

Satisfied with repairs? Yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

[REDACTED] ticks on some tenants, those not friends or relatives

5. How do you personally feel about management in general? Explain.

When [REDACTED] was there things were great

No real issues with anyone though

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Basically yes

However accused [REDACTED] of discrimination of sorts at one point. Bit of a language barrier, [REDACTED] refused to contact tenant directly but would contact tenant's sister to make appointments through her. Co tenant notes that this tenant's English is better than her sister's.

7. How would you describe your overall living conditions at this property?

Generally satisfied – 50/50

8. Do you have any repair needs at this time?

No – does need some floor tiles to finish a repair started

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

No

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 9 years ago

Do you plan to renew your lease when it next expires? Yes

1. When was your unit last inspected by management? Last month

Any issues? Yes

How long before repairs completed? Right away

Satisfied with repairs? Yes

2. When was last time you contacted office about a needed repair? July

What was problem? Stove

How long before repairs completed? Right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? No

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Good

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

7. How would you describe your overall living conditions at this property?

Satisfied

8. Do you have any repair needs at this time? Yes

Refrigerator door handle is missing

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? No