

NAME	ADDRESS	CONCERN/ISSUE	DATE IDENTIFIED	STATUS	RMC response
Sandra Fetters	28 Branford Avenue Building 31	Mold in apartment.	May 6, 2022	Ms. Sandra Fetters unit has been inspected for mold. The inspection report is attached, indicating no evidence of mold. Also, as an FYI, she has made a 504 Reasonable Accommodation request to be moved to another unit, which we have accommodated. Her unit transfer will occur within the next week (6/13/22) LLHD investigated and closed the mold complaint.	Ms. Fetters will be relocated to unit 04-048 once apartment has been cleared by environmental engineers. Unit visit completed on 8/4.
Angeline Chapman	89 Branford Avenue	Mold Loss of Basement	May 6, 2022	Case sent to LLHD for inspection.	Unit remediated 7/21, rebuild 8/3-8/4
Brenda Curry	85 Branford Avenue	Mold in Basement Loss of Basement	May 6, 2022	Case sent to LLHD for inspection.	Unit remediated 7/21, rebuild 8/3-8/4
Maria Hernandez	37 Brandford Avenue	Mold in Dining Room Wall	May 6, 2022	Case sent to LLHD for inspection.	No visual mold inspected by Atlas 7/14
Patence Clark	56 Branford Avenue	Loss of Basement	May 6, 2022		Management working on basement closure plan
Jon Scarpa	54 Branford Avenue	Loss of Basement	May 6, 2022		Management working on basement closure plan
Abigail Stovall	32-038	Mold Holes in Ceiling Everything falling Apart.	May 6, 2022	Case sent to LLHD for inspection.	Holes in the ceiling repaired and the entire unit repainted. Replaced all doors in unit, 6/2022. Bathtub recaulked 6/24. Proposal for remediation in hand and coordinating schedule.
Joelyn De Diaz	#278	Loss of Basement	May 6, 2022		Management working on basement closure plan
Jessica Stevens	83 Branford Avenue	Mold Shoddy Maintenance	May 6, 2022	Case sent to LLHD for inspection.	Proposal for remediation in hand and coordinating schedule.
Latasha Fisher Harris	43-254	Mold Handrails Crack in ceiling Paint Peeling	May 6, 2022	Case sent to LLHD for inspection. LLHD investigated and closed the mold complaint.	Remediated 7/2021 and reinspected by environmental consultant 7/12/22, no visual mold. Coordinating schedule with resident to complete other repairs, she currently in hotel.
Kathryn Pruett	18-161	Mold on the ceiling above the bathroom. The paint runs in the bathroom.	May 23, 2022	Last work ordered submitted to management by this unit was on 3/13/22 and was for door and lock repair (which was completed). Prior to your communication below, management had not been notified of potential mold in this unit. The third-party environmental inspector we engaged inspected this unit on 5/31 and found no evidence of mold. Maintenance staff has also conducted an inspection to assess the runny paint and is being addressed on 6/2	Room painted, 6/4 Bathroom fan replaced, 6/24. Crawlspace unit, pending full unit inspection.
Kathleen Pruitt	18-161	Fire in Kitchen	June 2, 2022	There was smoke damage and minor fire damage to the cabinets and range hood. The fire marshal confirmed the unit was safe to live in. The kitchen stove is not working but the rest of the appliances, electrical and lights are working. Typically, resident's rental insurance should cover any hotel stay or damage to their personal items. However, given the delay with the restoration company, we offered a hotel to accommodate her. The electrician has been called for repairs and there is a stove in stock for replacement as well. If all goes as planned, she is expected to be in her unit by this 6/10/22.	Resident back in unit 6/10

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Ramonita Ramos	32-044	SAFETY ISSUE The waterline for the hot and cold water are switched in the kitchen sink Peeling paint on the ceiling by the window sill. There are holes in the wall from when maintenance fixed the heater. The closet door was repaired but the repair is peeling off. The paint is bubbling on the window sill. The bathroom sink is coming off the wall. The bathtub spout is loose. The bathtub handle is not sealed and loose. The bathtub overflow is loose. There is paint bubbling in the hallway. There was a water bubble in the dining room ceiling, the bubble was popped but repaired badly. There is now a new bubble in the ceiling. There are cracks at the top of the Door.	May 23, 2022	Last work order submitted to management by this unit was in October 2021 and was for doors and lock repairs (which was completed). Staff was scheduled to repair the items on the list below on 5/31, however, she called the office and reported that her family tested positive for covid. We are waiting for a negative test and confirmation from the resident that we can enter.	Hot/Cold lines switched, all peeling paint/bubbles have been addressed, damaged walls repaired, bathroom sink reconnected, bathtub spout and handles tightened, work orders completed 5/31
Kristy Mills	15-138	Well I'm sure I have mold just don't know how bad. My kitchen floor is falling apart cause the termites have eaten the subflooring and beams. Still hasn't been fixed my floors are lefting and they say they are not unlivable so they won't fix them they are also separating in spots. Every single stair is cracked. And just found that a wall in the front bedroom by the windows looks like its falling apart. Even my floors in the bedrooms are starting to lift.	May 23, 2022	Last work order submitted to management by this unit was on 4/4/22 and was for a clogged tub. Your communication below is the first time management has heard about termites in this apartment and management will be assessing the floor and potential termites on Friday, 6/3 by Waltham Pest Control.	Waltham pest treated unit for termites on 6/15, bait last 15 months and inspection will occur in 11/22. One bid has been received for repairing floor, second vendor on site for proposal 8/9. Crawlspace unit, full unit inspection has not been completed to date.
Chrissy Rotharmel	38-164	Mold Maintenance issues	May 23, 2022	The Health Department (LedgeLight) and management inspected this unit on 5/17. The inspection included an assessment of the basement. Neither LedgeLight nor management had any findings other than discoloration in the caulking around the bathtub, which was corrected. During the visit, management noted an unauthorized person living in unit who was not on the lease, along with 3 cats that were not permitted by the lease or otherwise. Management advised the resident that both of these were lease violations but that the resident could make 504 Reasonable Accommodation requests for a home health aide and for companion animals, and management provided the 504 paperwork to the resident. This paperwork have been received and approved. The resident will be notified on 6/2 that the 504 requests have been approved.	Unit remediated 6/2022, tub caulked 7/17
Ashley Parker	Unit 4-54	Cracks in ceiling Gaps in baseboard Banister repair	June 6, 2022	Works orders have been created as follows: • Cracks on walls will be corrected by painter on 6/9 • Install vinyl flooring lower level and install quarter round molding to cover the gaps throughout • Install plywood on cracked stair and carpet the stairs • Install quarter round molding on second floor throughout Flooring work will be completed by Allied Flooring on Friday, 6/10. Note, there was no mold in this unit – these are cosmetic repairs only.	Flooring and stairs completed by vendor 6/10 Painting repairs made 6/9

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Lou Ann Leary	42-222	Spots on the ceiling Ceiling paint is coming loose Bathroom Ventilation Fan issues Door frame coming loose at the top of the door	June 12, 2022	6/15/2022 Leary unit 42-222: Note that this unit refers to both Louann and Andrew. Repairs were made to the doors and the bathroom fan was cleaned today. The painting of the doors will be completed tomorrow.	Repairs made to doors and bathroom fan, 6/15. Basement was remediated 7/24.
Christine Santos	44-268	"ive been complaining about my cracked/broken steps for YEARS now and even to Martin during an inspection and those stairs are still cracked/broken. ALL of branford manor picks and chooses what they get to! There are some nice maintenance workers but im sorry i have yet in the 14 years living here have met ONE who is genuinely qualified and has done the job right the first time that i havent needed to have someone come back out. Matter of fact i spoke to Trev in Friday about re-caulking my tub since they did a piss poor job last Monday when someone came to do it...was supposed to come at 11am today...3pm and has not shown up. Now i got missing caulking where water is getting into! the guy supposedly scrapped off all the old caulking that they just kept slapping on incorrectly and redid it. This was a day after he did it. I kept from showering for hours to let it dry...NEVER once mentioned "hey wait 24 hrs before letting water touch it". Like maintenance please do better and inform tenants of essential	6/21/2022	Hi, Just wanted to give you an update. Trevor came to do the bathroom and he did a good job. It looks seamless and the WHOLE tub got scrapped this time and new caulking was put. Trevor gave me specific instructions which i appreciated. I am leaving the window and door open so the air can circulate allowing the caulking to fully dry. No showers/baths of any sort will happen before 24 hrs so 5:30pm tomorrow to be safe. Thank you once again Christine Santos	Molding repairs have been made on the stairs. Coordinating schedule with flooring vendor and resident to install carpet on stairs. Bathtub has been recaulked.
Danielle Damato	34-088	"I came home yesterday at 6pm to find contractors working on the cracks in the concrete. No notice sent out, and they moved my personal belongings after hours, that my son couldn't do chalks or ride his bike since my front yard was their work area. Then they broke 2 of my solar lights with their wheelbarrow. Not to mention splats of concrete mix on my car due to mixing on the sidewalk.. that came off. I am irate to how they don't care about personal space or acknowledge people deserve a notice. I hate this place with a passion"	June 15, 2022	Italiana Bella: We believe this refers to Danielle Damato in unit 34-088. There is currently work going on in many outdoor areas across the site, including outside this unit. We regret that this resident's personal property was damaged and a call was placed by our regional manager today to let her know that we can replace the solar lights. We have also advised the contractor that they must take the utmost care to avoid damage to resident's belongings. We will make another announcement to the community informing them that vendors will be working outside and if there are any issues or concerns to let us know ASAP so they can be addressed.	Notice made to vendors about consideration to resident personal items and to inform us of any problems.
Marilyn Monagas	43-242	Mold in basement Mold on pipes Leaking pipes in basement	June 12, 2022		All active leaks repaired, unit was remediated 7/20-7/22, rebuild scheduled for 8/3-8/4
Marilyn Monagas	43-242	Injury requiring 26 stitches while gathering thing for her children.	Around July 17, 2022		Resident entered apartment during rehab to collect items, she was coming down the stairs and caught her foot on the stair molding. The strip cut her leg and she was injured. Management investigated the incident and this was not caused by the remediation work in the basement. The red stains shown on the stairs were red candle wax. This incident was reported to the RMC insurance company.
Brandy Curry	09-085	Cockroach issue.	July 20, 2022		Waltham pest confirmed no cockaroaches 8/3, beetles were found and treated.
Branford Manor Inpsection the Town Manager and City Mayor	Various	Building Inspection Site Visit Letter.	June 28, 2022		Response letter sent to Joe Summers 7/16
Sara Alvarez	102 Branford Avenue, Bldg 35	Building Inspector Site Visit Letter.	June 30, 2022		Response letter sent to Joe Summers 7/14. Unit scheduled to be remediated 8/3, resident cancelled. New date tentatively scheduled for 8/8
Victoria Rodrigues	35-110	• She has a request and approval for ramps into her home at the front/back door and her parking space	April 6, 2022		Vendor was not available but has recently returned. Sidewalk ramp will be installed 8/10-8/12

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Valerie Levy	18-159	<ul style="list-style-type: none"> • She has a request and approval for handrails in the front/back and the bathrooms. • The front has been installed. • The Request was approved. • She also requested a change in door knobs to prevent her small child from leaving. They have not been installed either. • A child-proof lock was recommended that prevents anyone including Emergency personnel from accessing her apartment if they are engaged. She leaves alone with her daughter, has several medical conditions and fears for her and her daughter's safety should anything happen as a result. 			Handrails have been installed front and back. Door knobs changed and grab bars installed in bathroom, 7/7. Deadbolts are provided in the units. Access is required by management and emergency personel in case of emergency.
Hillary Rogers	33-	Mold in Dining Room Ceiling. Stairs are cracked. Tub is loose (feels like you are surfing when taking a shower).	July 24, 2022		Last work order request on record is from 3/22/22. New service requests made on 8/4 for stairs and tub. Atlas reported no visual mold and unit is on schedule for full inspection.
Kristy Mills	15-138	Tub issue with Enclosure. Kitchen Floor is sinking.	July 24, 2022		One bid has been received for repairing floor, second vendor on site for proposal 8/9. Work order created for tub enclosure 8/4
Ramonita Ramos	44-032	Dining Room ceiling has a bubble from leaking water.	July 24, 2022		Portable AC in bedroom is leaking to dining room ceiling. Maintenance will repair and paint ceiling, work order created 8/4
Felicita Ramos	39-178	Bathroom plumbing visible in Dining Room Ceiling. Felicita Ramos still has mold in her apartment and a hole in her kitchen ceiling exposing drainage piping. Additional she has a NTQ but there appears to be an issue with the ledger and some monies paid are not documented.	July 24, 2022		Unit scheduled for repair on 8/4, resident cancelled. New date TBD. Atlas report states no visual mold. Resident ledger balance is accurate. In 12/2019 there was a payment made on her behalf from the Town of Groton for a lump sum payment of 11 residents. The wrong resident name is listed and a helpdesk ticket has been requested to have this edited with correct name.
Valerie Levy	18-159	<p>Living here has caused for our property to become damaged and my daughter gets heat sickness and has to have air conditioning in accordance with her 504 approved special accommodations. I am requesting for maintenance to clean our air conditioners or for Branford to replace our property.</p> <p>Or to be reimbursed the cost it would be to replace these because I have no financial position to replace these.</p> <p>I am also requesting Branford cover the cost of damp rid and dehumidifiers. Where I either turn in receipts and am reimbursed and or the residents can pick up monthly allotments of items like damp rid and dehumidifiers from the office. Since everyone's home and needs are different and I would like to pick my own out, I think it would be best if Branford provide both options to residents.</p>			Resident requested a reasonable accomodation paperwork on 8/2 for the items listed and has not been returned back to date. Management does not provide Acs for the units and they are maintained by the resident.
Brandy Curry	07-032	Stair tread broken	7/27/2022	7/27/2022	Work order created 8/4 and vendor will be scheduled.